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DISCOVERING COMPUTERS & Microsoft® OFFICE 2010

A Fundamental Combined Approach

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DISCOVERING COMPUTERS & Microsoft® OFFICE 2010

A Fundamental Combined Approach

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Microsoft Excel 2010

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Preface

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The Shelly Cashman Series® offers the finest textbooks in computer education. This book is intended to provide instructors and students with a singular textbook that meets the needs of the combined computer concepts and Microsoft Office 2010 application course.

The early chapters of *Discovering Computers & Microsoft Office 2010: A Fundamental Combined Approach* present introductory computer subjects in an educationally sound, highly visual, and easy-to-follow pedagogy. The computer concepts chapters are followed by an introduction to Microsoft Office 2010 with the Shelly Cashman's step-by-step, screen-by-screen, project-oriented approach. This combination of concepts and applications coverage designed by the renowned Shelly Cashman Series author team provides the ultimate solution for the introductory computing course.

Objectives of This Textbook

Discovering Computers & Microsoft Office 2010: A Fundamental Combined Approach is intended for a full-semester, introductory course that includes an introduction to both computer concepts and Microsoft Office 2010. No experience with a computer is assumed, and no mathematics beyond the high school freshman level is required. The objectives of this book are:

- To provide a concise introduction to computers
- To present the most up-to-date technology in an ever-changing discipline

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- To teach the fundamentals of computers and computer nomenclature, particularly with respect to personal computers, software, and the Web
- To present the material in a visually appealing and exciting manner that motivates students to learn
- To present strategies for purchasing a desktop computer, notebook computer, smart phone, portable media player, and digital camera
- To offer an introduction to the following Microsoft products: Windows 7, Internet Explorer 8, Word 2010, PowerPoint 2010, Excel 2010, and Access 2010
- To expose students to practical examples of the computer as a useful tool
- To acquaint students with the proper procedures to use a computer; interact with the Web; and create documents, presentations, worksheets, and databases suitable for coursework, professional purposes, and personal use
- To help students discover the underlying functionality of Microsoft Office 2010 so that they can become more productive
- To develop an exercise-oriented approach that allows learning by doing
- To offer alternative learning techniques and reinforcement via the Web
- To offer distance-education providers a textbook with a meaningful and exercise-rich MS Office 2010 and Concepts CourseMate solution

The Shelly Cashman Approach

To date, more than six million students have learned about computers using a *Discovering Computers* textbook. Our series of Microsoft Office 4.3, Microsoft Office 95, Microsoft Office 97, Microsoft Office 2000, Microsoft Office XP, Microsoft Office 2003, Microsoft Office 2007, and Microsoft Office 2010 textbooks have been the most widely used books in education. Features of this book include:

- **A Proven Pedagogy** Careful explanations of computer concepts and applications, educationally-sound elements, and reinforcement highlight this proven method of presentation.
- **A Visually Appealing Book that Maintains Student Interest** The latest technology, pictures, drawings, and text are combined artfully to produce a visually appealing and easy-to-understand book. Many of the figures include a step-by-step presentation, which simplifies the more complex computer concepts and application techniques.
- **Extensive End-of-Chapter Student Assignments** A notable strength of this book is the extensive student assignments and activities at the end of each chapter. Well-structured student assignments can make the difference between students merely participating in a class and students retaining the information they learn.

DISTINGUISHING FEATURES OF DISCOVERING COMPUTERS—SELECTED CHAPTERS FROM FUNDAMENTALS, 2012 EDITION

- **Innovative Computing** Innovative Computing boxes engage students with examples of how particular technologies are used in creative ways, and Computer Usage @ Work boxes describe how computers are utilized in five different professional industries.
- **At the Movies videos** CNET At the Movies videos highlight current technology events of interest to students, involving them in the constant evolution of the computing world.

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- **Learn It Online** The Learn It Online end-of-chapter exercises, which include online videos, practice tests, interactive labs, learning games, and Web-based activities, offer a wealth of online reinforcement.
- **Problem Solving** The Problem Solving and Collaboration end-of-chapter exercises tackle everyday computer problems and put the information presented in each chapter to practical use.

DISTINGUISHING FEATURES OF MICROSOFT OFFICE 2010

- **Project Orientation** Each chapter in the book presents a project with a practical problem and complete solution using an easy-to-understand approach.
- **Step-by-Step, Screen-by-Screen Instructions** Each of the tasks required to complete a project is clearly identified throughout the chapter. Now, the step-by-step instructions provide a context beyond point-and-click. Each step explains why students are performing a task, or the result of performing a certain action. Found on the screens accompanying each step, call-outs give students the information they need to know when they need to know it. We have used color to distinguish the content in the call-outs. The Explanatory call-outs (in black) summarize what is happening on the screen, and the Navigational call-outs (in red) show students where to click.
- **Learn It Online** Every chapter features a Learn It Online section that is comprised of six exercises. These exercises include True/False, Multiple Choice, and Short Answer; Flash Cards; Practice Test; Who Wants To Be a Computer Genius?; Wheel of Terms; and Crossword Puzzle Challenge.
- **Make It Right** This exercise requires students to analyze a document, identify errors and issues, and correct those errors and issues using skills learned in the chapter.
- **In the Lab** Three in-depth assignments per chapter require students to utilize the chapter concepts and techniques to solve problems on a computer.
- **NEW! Expanded Office 2010 Coverage** This edition includes additional coverage of Word 2010, PowerPoint 2010, and Excel 2010—an extra chapter for each of these three applications.

NEW! MS Office 2010 and Concepts CourseMate

The content in the MS Office 2010 and Concepts CourseMate Web site for *Discovering Computers & Microsoft Office 2010* is integrated into each page of the text. It gives students easy access to current information on important topics, reinforcement activities, and alternative learning techniques. Integrating this digital solution into the classroom keeps today's students engaged and involved in the learning experience. For each computer concepts chapter in the text, students can access a variety of interactive Quizzes and Learning Games, Exercises, Web Links, Videos, and other features that specifically reinforce and build on the concepts presented in the chapter. For each Microsoft Office chapter, students can practice the skills they have learned with the Learn It Online exercises, including chapter reinforcement, practice tests, flash cards, learning games, and more. Additionally, students can view 380 Microsoft Office 2010 videos that dynamically illustrate the step-by-step instructions found in the text. The interactive e-book and hands-on activities encourage students to take learning into their own hands and explore related content in which they are especially interested. With all of these resources, the MS Office 2010 and Concepts CourseMate enables students to get more comfortable using technology and applications. For instructors, it allows easy assessment of students' knowledge through Engagement Tracker reports.

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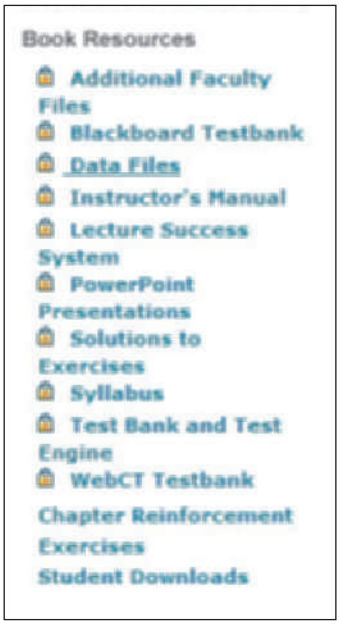

Instructor Resources

The Instructor Resources include both teaching and testing aids and can be accessed via CD-ROM or at login.cengage.com.

INSTRUCTOR'S MANUAL Includes lecture notes summarizing the chapter sections, figures and boxed elements found in every chapter, teacher tips, classroom activities, lab activities, and quick quizzes in Microsoft Word files.

LECTURE SUCCESS SYSTEM Includes intermediate files that correspond to certain figures in the book, which allow you to step through the creation of a project in a chapter during a lecture without entering large amounts of data.

SYLLABUS Contains easily customizable sample syllabi that cover policies, assignments, exams, and other course information.

FIGURE FILES Illustrations for every figure in the textbook are available in electronic form. Figures are provided both with and without callouts.

POWERPOINT PRESENTATIONS A one-click-per-slide presentation system provides PowerPoint slides for every subject in each chapter. Several computer-related video clips are available for optional presentation. Presentations are based on chapter objectives.

SOLUTIONS TO EXERCISES Includes solutions for all end-of-chapter exercises. Also includes Tip Sheets, which are suggested starting points for the Problem Solving exercises in the concepts chapters, and chapter reinforcement solutions for the Microsoft Office 2010 chapters.

RUBRICS AND ANNOTATED SOLUTION FILES Grading rubrics provide a customizable framework for assigning point values to the laboratory exercises. Annotated solution files correspond to the grading rubrics to make it easy for you to compare students' results with the correct solutions whether you receive their homework as hard copy or via e-mail.

TEST BANK AND TEST ENGINE Test Banks include 112 questions for every chapter, featuring objective-based and critical-thinking question types, and include page number references and figure references, when appropriate. Also included is the test engine, ExamView, the ultimate tool for your objective-based testing needs.

PRINTED TEST BANK A Rich Text Format (.rtf) version of the test bank you can print.

LAB TESTS/TEST OUT Parallel to the Microsoft Office 2010 In the Lab assignments, these can be used for testing students in the laboratory on the chapter material or for testing students out of the course.

DATA FILES FOR STUDENTS Includes all the files that are required by students to complete the exercises.

ADDITIONAL ACTIVITIES FOR STUDENTS Consists of Chapter Reinforcement Exercises for the Microsoft Office 2010 chapters, which are true/false, multiple-choice, and short answer questions that help students gain confidence in the material learned.

Content for Online Learning

Course Technology has partnered with the leading distance learning solution providers and class-management platforms today. To access this material, instructors will visit our password-protected instructor resources available at login.cengage.com. Instructor resources include the following: additional case projects, sample syllabi, PowerPoint presentations per chapter, and more. For additional information or for an instructor user name and password, please contact your sales representative. For students to access this material, they must have purchased a WebTutor PIN-code specific to this title and your campus platform. The resources for students may include (based on instructor preferences), but are not limited to: topic review, review questions, and practice tests.

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SAM: Skills Assessment Manager

SAM 2010 is designed to help bring students from the classroom to the real world. It allows students to train on and test important computer skills in an active, hands-on environment.

SAM's easy-to-use system includes powerful interactive exams, training, and projects on the most commonly used Microsoft Office applications. SAM simulates the Microsoft Office 2010 application environment, allowing students to demonstrate their knowledge and think through the skills by performing real-world tasks such as bolding word text or setting up slide transitions. Add in live-in-the-application projects, and students are on their way to truly learning and applying skills to business-centric documents.

Designed to be used with the Shelly Cashman Series, SAM includes handy page references so that students can print helpful study guides that match the Shelly Cashman textbooks used in class. For instructors, SAM also includes robust scheduling and reporting features.

CourseNotes

Course Technology's CourseNotes are six-panel quick reference cards that reinforce the most important and widely used features of a software application in a visual and user-friendly format. CourseNotes serve as a great reference tool during and after the student completes the course. CourseNotes are available for software applications such as Microsoft Office 2010, Word 2010, Excel 2010, Access 2010, PowerPoint 2010, and Windows 7. Topic-based CourseNotes are available for Best Practices in Social Networking, Hot Topics in Technology, and Web 2.0. Visit www.cengagebrain.com to learn more!

A Guided Tour

Add excitement and interactivity to your classroom with "*A Guided Tour*" product line. Play one of the brief mini-movies to spice up your lecture and spark classroom discussion. Or, assign a movie for homework and ask students to complete the correlated assignment that accompanies each topic. "*A Guided Tour*" product line takes the prep work out of providing your students with information about new technologies and applications and helps keep students engaged with content relevant to their lives—all in under an hour!

About Our Covers

The Shelly Cashman Series is continually updating our approach and content to reflect the way today's students learn and experience new technology. This focus on student success is reflected on our covers, which feature real students from Bryant University using the Shelly Cashman Series in their courses, and reflect the varied ages and backgrounds of the students learning with our books. When you use the Shelly Cashman Series, you can be assured that you are learning computer skills using the most effective courseware available.

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Textbook Walk-Through

Discovering Computers—Selected Chapters from Fundamentals, 2012 Edition

24 Chapter 1 Introduction to Computers
Computer Applications in Society
LOOKING AHEAD 1-1
Embedded Computers May Improve Quality of Life
Education
Figure 1-31 In some schools, students have mobile computers on their desks during classroom lectures.
26 Chapter 1 Introduction to Computers
Figure 1-34 Doctors, nurses, technicians, and other medical staff use computers and computerized devices to assist with medical tests.
Science
How a Camera Pill Works
Step 1
Step 2
Step 3
Figure 1-35 This figure shows how a camera pill works.

Looking Ahead boxes offer a glimpse of the latest advances in computer technology that will be available, usually within five years.

Interactive e-Book Activity Icon Several elements in each chapter are interactive learning activities in the e-book and are identified by this icon.

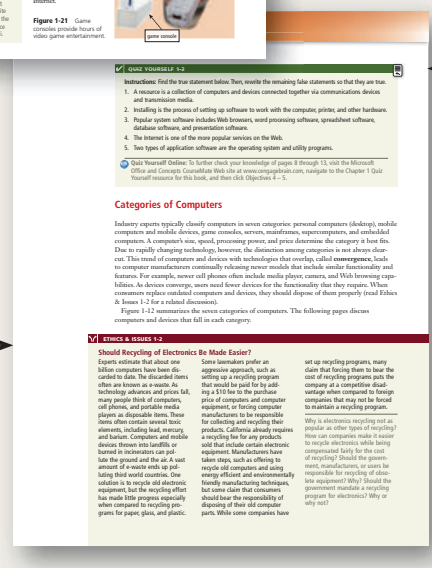
Step Figures present the more complex computer concepts using a step-by-step pedagogy.

18 Chapter 1 Introduction to Computers
Digital Cameras
Figure 1-20 With a digital camera, users can view photographed images immediately through a small screen on the camera to see if the picture is worth keeping.
INNOVATIVE COMPUTING 1-1
Wii a Welcome Medical Skill Builder
Game Consoles
Figure 1-21 Game consoles provide hours of video game entertainment.
handheld game console
game console

Web Links provide current information and a different perspective about key terms and concepts by visiting the Web Links found in the margins throughout the book.

Innovative Computing boxes present different and innovative ways of using various technologies and help students learn how computing is applied creatively to solve problems.

CourseMate Icon Visit the MS Office 2010 and Concepts CourseMate Web site for access to many of the interactive chapter elements.


QUIZ YOURSELF 1-2
Instructions: Find the true statement below. Then, rewrite the remaining false statements so that they are true.
Categories of Computers
ETHICS & ISSUES 1-2
Should Recycling of Electronics Be Made Easier?

Quiz Yourself boxes help ensure retention by reinforcing sections of the chapter material, rather than waiting for the end of chapter to test. Use the Quiz Yourself boxes for a quick check of the answers, and access additional Quiz Yourself quizzes via the Microsoft Office and Concepts CourseMate Web site.

Ethics & Issues boxes raise controversial, computer-related topics of the day, challenging readers to consider closely general concerns of computers in society.

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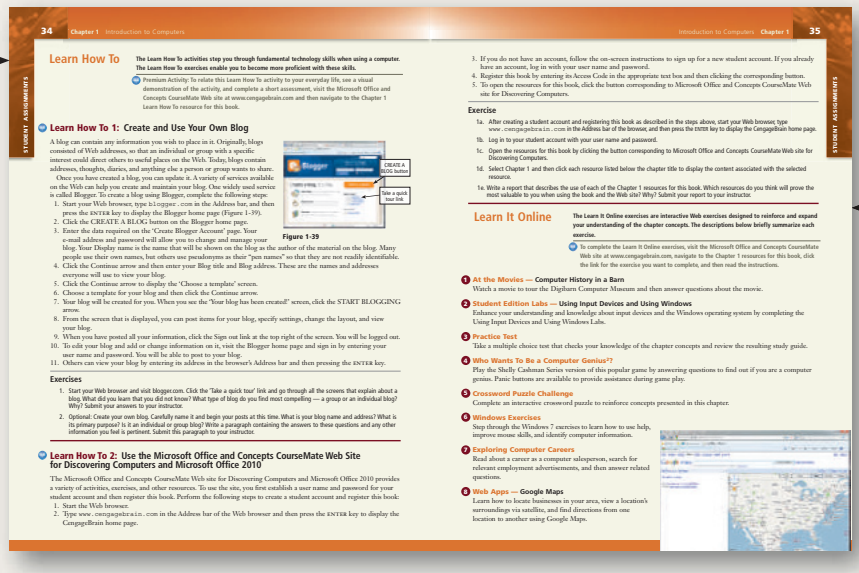
Introduction to Computers Chapter 1 29
Companies on the Cutting Edge
APPLE Innovative Industry Products
AMAZON Retailer Focused on Consumers
Technology Trailblazers
BILL GATES Microsoft Founder
TOM ANDERSON MySpace Cofounder and President

Companies on the Cutting Edge and Technology Trailblazers at the end of every chapter present the key computer-related companies and the more famous leaders of the computer industry.

Learn It Online exercises, which include At the Movies online CNET videos, practice test, interactive labs, learning games, and Web-based activities, offer a wealth of online reinforcement.

Computer Usage @ Work boxes explain how computers are used in five different professional industries, including transportation, entertainment, construction, education, and national and local security.


34 Chapter 1 Introduction to Computers
Introduction to Computers Chapter 1 35
STUDENT ASSIGNMENTS
Learn How To
Learn How To 1: Create and Use Your Own Blog
Figure 1-39
Exercises
Learn It Online
Learn How To 2: Use the Microsoft Office and Concepts CourseMate Web Site for Discovering Computers and Microsoft Office 2010

Learn How To end-of-chapter activities allow students to apply the concepts in the chapter to everyday life with hands-on activities. Learn how the Learn How To activities fit into your life with relevant scenarios, visual demonstrations, and practice questions via the Microsoft Office and Concepts CourseMate Web site.

Problem Solving and Collaboration exercises tackle everyday computer problems and put the information presented in each chapter to practical use. Students work as a team to solve the Collaboration exercise.

Web Research exercises require follow-up research on the Web and suggest writing a short article or presenting the findings of the research to the class.

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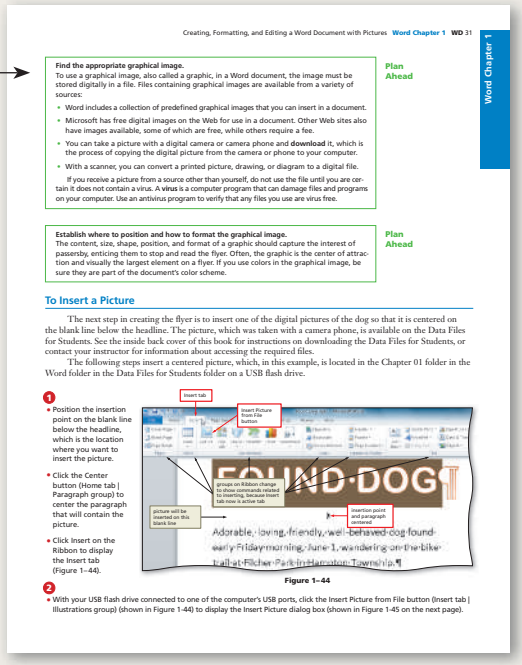
Textbook Walk-Through

Microsoft Office 2010

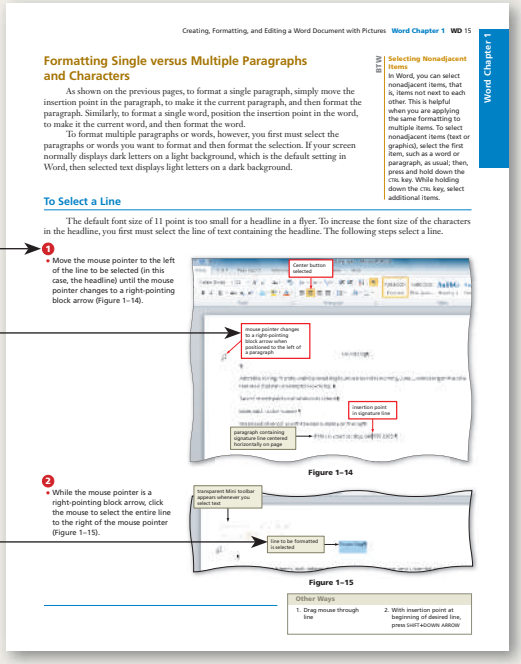
Plan Ahead boxes prepare students to create successful projects by encouraging them to think strategically about what they are trying to accomplish before they begin working.



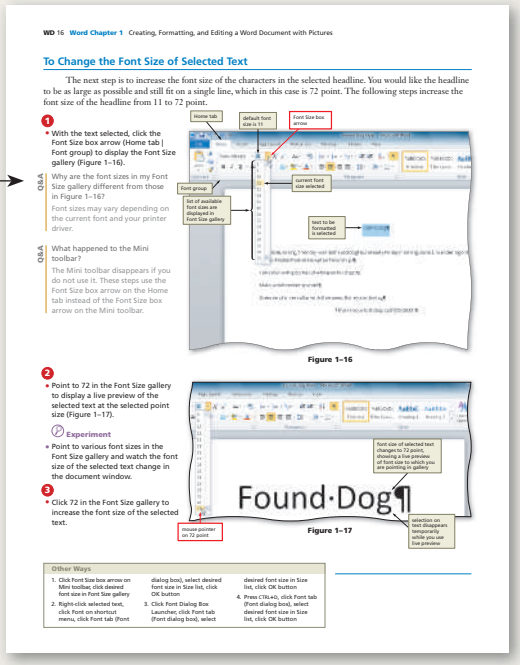
Step-by-step instructions now provide a context beyond the point-and-click. Each step provides information on why students are performing each task or what will occur as a result.

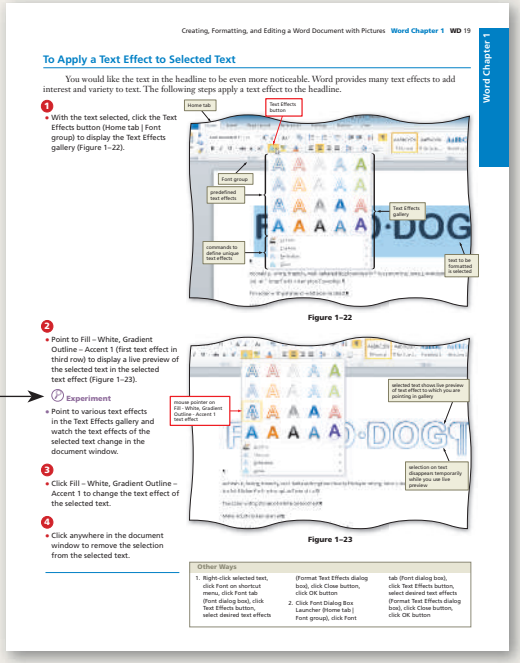
Navigational callouts in red show students where to click.

Explanatory callouts in black summarize what is happening on screen.



Q&A boxes offer questions students may have when working through the steps and provide additional information about what they are doing right where they need it.





Experiment steps within our step-by-step instructions encourage students to explore, experiment, and take advantage of the features of the Office 2010 user interface. These steps are not necessary to complete the projects but are designed to increase confidence with the software and build problem solving skills.

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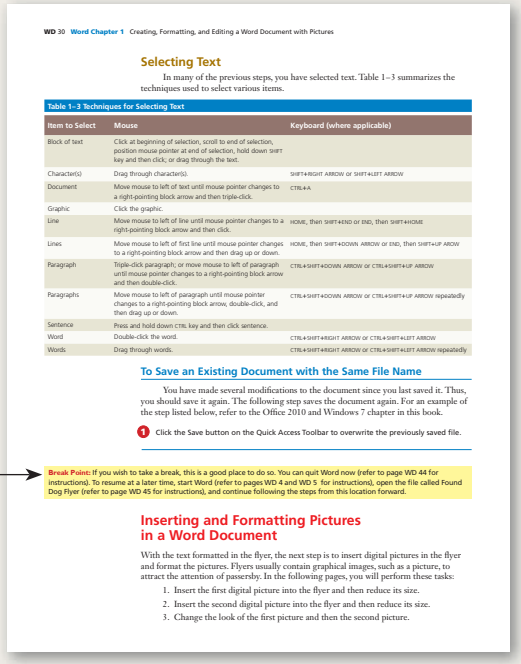
Break Points identify logical breaks in the chapter if students need to stop before completing the project.



WD 30 Word Chapter 1 Creating, Formatting, and Editing a Word Document with Pictures

Selecting Text

In many of the previous steps, you have selected text. Table 1–3 summarizes the techniques used to select various items.

Table 1–3 Techniques for Selecting Text

Item to Select	Mouse	Keyboard (where applicable)
Block of text	Click at beginning of selection, scroll to end of selection, position mouse pointer at end of selection, hold down SHIFT key and then click; or drag through the text.	
Character(s)	Drag through character(s).	SHIFT+RIGHT ARROW or SHIFT+LEFT ARROW
Document	Move mouse to left of text until mouse pointer changes to a right-pointing block arrow and then triple-click.	CTRL+A
Graphic	Click the graphic.	
Line	Move mouse to left of line until mouse pointer changes to a right-pointing block arrow and then click.	HOME, then SHIFT+END or END, then SHIFT+HOME
Lines	Move mouse to left of first line until mouse pointer changes to a right-pointing block arrow and then drag up or down.	HOME, then SHIFT+DOWN ARROW or END, then SHIFT+UP ARROW
Paragraph	Triple-click paragraph; or move mouse to left of paragraph until mouse pointer changes to a right-pointing block arrow and then double-click.	CTRL+SHIFT+DOWN ARROW or CTRL+SHIFT+UP ARROW
Paragraphs	Move mouse to left of paragraph until mouse pointer changes to a right-pointing block arrow, double-click, and then drag up or down.	CTRL+SHIFT+DOWN ARROW or CTRL+SHIFT+UP ARROW repeatedly
Sentence	Press and hold down CTRL key and then click sentence.	
Word	Double-click the word.	CTRL+SHIFT+RIGHT ARROW or CTRL+SHIFT+LEFT ARROW
Words	Drag through words.	CTRL+SHIFT+RIGHT ARROW or CTRL+SHIFT+LEFT ARROW repeatedly

To Save an Existing Document with the Same File Name

You have made several modifications to the document since you last saved it. Thus, you should save it again. The following step saves the document again. For an example of the step listed below, refer to the Office 2010 and Windows 7 chapter in this book.

1. Click the Save button on the Quick Access Toolbar to overwrite the previously saved file.

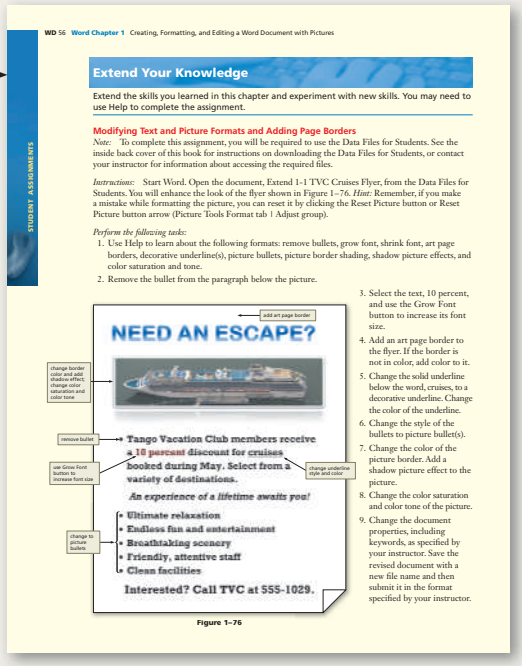
Break Point: If you wish to take a break, this is a good place to do so. You can quit Word now (refer to page WD 44 for instructions). To resume at a later time, start Word (refer to pages WD 4 and WD 5 for instructions), open the file called Found Dog Flyer (refer to page WD 45 for instructions), and continue following the steps from this location forward.

Inserting and Formatting Pictures in a Word Document

With the text formatted in the flyer, the next step is to insert digital pictures in the flyer and format the pictures. Flyers usually contain graphical images, such as a picture, to attract the attention of passersby. In the following pages, you will perform these tasks:

1. Insert the first digital picture into the flyer and then reduce its size.
2. Insert the second digital picture into the flyer and then reduce its size.
3. Change the look of the first picture and then the second picture.

Extend Your Knowledge projects at the end of each chapter allow students to extend and expand on the skills learned within the chapter. Students use critical thinking to experiment with new skills in order to complete each project.



WD 56 Word Chapter 1 Creating, Formatting, and Editing a Word Document with Pictures

STUDENT ASSIGNMENTS

Extend Your Knowledge

Extend the skills you learned in this chapter and experiment with new skills. You may need to use Help to complete the assignment.

Modifying Text and Picture Formats and Adding Page Borders

Note: To complete this assignment, you will be required to use the Data Files for Students. See the inside back cover of this book for instructions on downloading the Data Files for Students, or contact your instructor for information about accessing the required files.

Instructions: Start Word. Open the document, Extend 1-1 TVC Cruises Flyer, from the Data Files for Students. You will enhance the look of the flyer shown in Figure 1–76. *Hint:* Remember, if you make a mistake while formatting the picture, you can reset it by clicking the Reset Picture button or Reset Picture button arrow (Picture Tools Format tab | Adjust group).

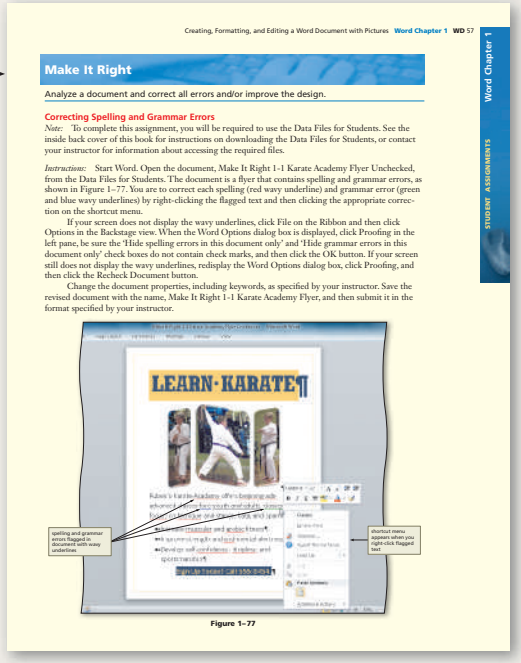
Perform the following tasks:

1. Use Help to learn about the following formats: remove bullets, grow font, shrink font, art page borders, decorative underline(s), picture bullets, picture border shading, shadow picture effects, and color saturation and tone.
2. Remove the bullet from the paragraph below the picture.
3. Select the text, 10 percent, and use the Grow Font button to increase its font size.
4. Add an art page border to the flyer. If the border is not in color, add color to it.
5. Change the solid underline below the word, cruises, to a decorative underline. Change the color of the underline.
6. Change the style of the bullets to picture bullet(s).
7. Change the color of the picture border. Add a shadow picture effect to the picture.
8. Change the color saturation and color tone of the picture.
9. Change the document properties, including keywords, as specified by your instructor. Save the revised document with a new file name and then submit it in the format specified by your instructor.

add art page border
change border color, add shadow effect, change color saturation and color tone
NEED AN ESCAPE?
remove bullet
Tango Vacation Club members receive a 10 percent discount for cruises booked during May. Select from a variety of destinations.
use Grow Font button to increase font size
change underline style and color
An experience of a lifetime awaits you!
change to picture bullets
Ultimate relaxation
Endless fun and entertainment
Breathtaking scenery
Friendly, attentive staff
Clean facilities
Interested? Call TVC at 555-1029.

Figure 1–76

Make It Right projects call on students to analyze a file, discover errors in it, and fix them using the skills they learned in the chapter.



Creating, Formatting, and Editing a Word Document with Pictures Word Chapter 1 WD 57

Word Chapter 1

STUDENT ASSIGNMENTS

Make It Right

Analyze a document and correct all errors and/or improve the design.

Correcting Spelling and Grammar Errors

Note: To complete this assignment, you will be required to use the Data Files for Students. See the inside back cover of this book for instructions on downloading the Data Files for Students, or contact your instructor for information about accessing the required files.

Instructions: Start Word. Open the document, Make It Right 1-1 Karate Academy Flyer Unchecked, from the Data Files for Students. The document is a flyer that contains spelling and grammar errors, as shown in Figure 1–77. You are to correct each spelling (red wavy underline) and grammar error (green and blue wavy underlines) by right-clicking the flagged text and then clicking the appropriate correction on the shortcut menu.

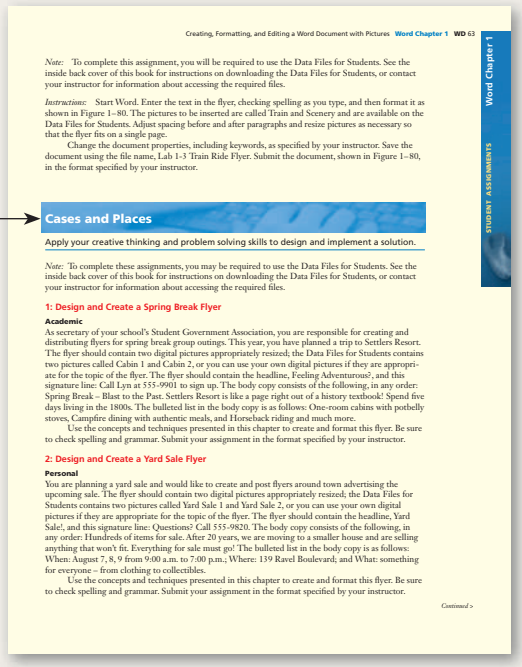
If your screen does not display the wavy underlines, click File on the Ribbon and then click Options in the Backstage view. When the Word Options dialog box is displayed, click Proofing in the left pane, be sure the 'Hide spelling errors in this document only' and 'Hide grammar errors in this document only' check boxes do not contain check marks, and then click the OK button. If your screen still does not display the wavy underlines, redisplay the Word Options dialog box, click Proofing, and then click the Recheck Document button.

Change the document properties, including keywords, as specified by your instructor. Save the revised document with the name, Make It Right 1-1 Karate Academy Flyer, and then submit it in the format specified by your instructor.

LEARN·KARATE¶
spelling and grammar errors identified in wavy underlines
shortcut menu appears when you right-click flagged text

Figure 1–77

Cases & Places exercises call on students to create open-ended projects that reflect academic, personal, and business settings.



Creating, Formatting, and Editing a Word Document with Pictures Word Chapter 1 WD 63

Word Chapter 1

STUDENT ASSIGNMENTS

Note: To complete this assignment, you will be required to use the Data Files for Students. See the inside back cover of this book for instructions on downloading the Data Files for Students, or contact your instructor for information about accessing the required files.

Instructions: Start Word. Enter the text in the flyer, checking spelling as you type, and then format it as shown in Figure 1–80. The pictures to be inserted are called Train and Scenery and are available on the Data Files for Students. Adjust spacing before and after paragraphs and resize pictures as necessary so that the flyer fits on a single page.

Change the document properties, including keywords, as specified by your instructor. Save the document using the file name, Lab 1-3 Train Ride Flyer. Submit the document, shown in Figure 1–80, in the format specified by your instructor.

Cases and Places

Apply your creative thinking and problem solving skills to design and implement a solution.

Note: To complete these assignments, you may be required to use the Data Files for Students. See the inside back cover of this book for instructions on downloading the Data Files for Students, or contact your instructor for information about accessing the required files.

1: Design and Create a Spring Break Flyer

Academic

As secretary of your school's Student Government Association, you are responsible for creating and distributing flyers for spring break group outings. This year, you have planned a trip to Settlers Resort. The flyer should contain two digital pictures appropriately resized; the Data Files for Students contains two pictures called Cabin 1 and Cabin 2, or you can use your own digital pictures if they are appropriate for the topic of the flyer. The flyer should contain the headline, Feeling Adventurous?, and this signature line: Call Lyn at 555-9901 to sign up. The body copy consists of the following, in any order: Spring Break – Blast to the Past. Settlers Resort is like a page right out of a history textbook! Spend five days living in the 1800s. The bulleted list in the body copy is as follows: One-room cabins with potbelly stoves, Campfire dining with authentic meals, and Horseback riding and much more.

Use the concepts and techniques presented in this chapter to create and format this flyer. Be sure to check spelling and grammar. Submit your assignment in the format specified by your instructor.

2: Design and Create a Yard Sale Flyer

Personal

You are planning a yard sale and would like to create and post flyers around town advertising the upcoming sale. The flyer should contain two digital pictures appropriately resized; the Data Files for Students contains two pictures called Yard Sale 1 and Yard Sale 2, or you can use your own digital pictures if they are appropriate for the topic of the flyer. The flyer should contain the headline, Yard Sale!, and this signature line: Questions? Call 555-9820. The body copy consists of the following, in any order: Hundreds of items for sale. After 20 years, we are moving to a smaller house and are selling anything that won't fit. Everything for sale must go! The bulleted list in the body copy is as follows: When: August 7, 8, 9 from 9:00 a.m. to 7:00 p.m.; Where: 139 Ravel Boulevard; and What: something for everyone – from clothing to collectibles.

Use the concepts and techniques presented in this chapter to create and format this flyer. Be sure to check spelling and grammar. Submit your assignment in the format specified by your instructor.

Continued >

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Appendix A

Project Planning Guidelines

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Using Project Planning Guidelines

The process of communicating specific information to others is a learned, rational skill. Computers and software, especially Microsoft Office 2010, can help you develop ideas and present detailed information to a particular audience.

Using Microsoft Office 2010, you can create projects such as Word documents, PowerPoint presentations, Excel spreadsheets, and Access databases. Productivity software such as Microsoft Office 2010 minimizes much of the laborious work of drafting and revising projects. Some communicators handwrite ideas in notebooks, others compose directly on the computer, and others have developed unique strategies that work for their own particular thinking and writing styles.

No matter what method you use to plan a project, follow specific guidelines to arrive at a final product that presents information correctly and effectively (Figure A–1). Use some aspects of these guidelines every time you undertake a project, and others as needed in specific instances. For example, in determining content for a project, you may decide that a chart communicates trends more effectively than a paragraph of text. If so, you would create this graphical element and insert it in an Excel spreadsheet, a Word document, or a PowerPoint slide.

Determine the Project's Purpose

Begin by clearly defining why you are undertaking this assignment. For example, you may want to track monetary donations collected for your club's fund-raising drive. Alternatively, you may be urging students to vote for a particular candidate in the next election. Once you clearly understand the purpose of your task, begin to draft ideas of how best to communicate this information.

PROJECT PLANNING GUIDELINES

1. DETERMINE THE PROJECT'S PURPOSE
Why are you undertaking the project?

2. ANALYZE YOUR AUDIENCE
Who are the people who will use your work?

3. GATHER POSSIBLE CONTENT
What information exists, and in what forms?

4. DETERMINE WHAT CONTENT TO PRESENT TO YOUR AUDIENCE
What information will best communicate the project's purpose to your audience?

Figure A–1

Analyze Your Audience

Learn about the people who will read, analyze, or view your work. Where are they employed? What are their educational backgrounds? What are their expectations? What questions do they have?

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Design experts suggest drawing a mental picture of these people or finding photos of people who fit this profile so that you can develop a project with the audience in mind.

By knowing your audience members, you can tailor a project to meet their interests and needs. You will not present them with information they already possess, and you will not omit the information they need to know.

Example: Your assignment is to raise the profile of your college's nursing program in the community. How much do they know about your college and the nursing curriculum? What are the admission requirements? How many of the applicants admitted complete the program? What percent pass the state board exams?

Gather Possible Content

Rarely are you in a position to develop all the material for a project. Typically, you would begin by gathering existing information that may reside in spreadsheets or databases. Web sites, pamphlets, magazine and newspaper articles, and books could provide insights of how others have approached your topic. Personal interviews often provide perspectives not available by any other means. Consider video and audio clips as potential sources for material that might complement or support the factual data you uncover.

Determine What Content to Present to Your Audience

Experienced designers recommend writing three or four major ideas you want an audience member to remember after reading or viewing your project. It also is helpful to envision your project's endpoint, the key fact you wish to emphasize. All project elements should lead to this ending point.

As you make content decisions, you also need to think about other factors. Presentation of the project content is an important consideration. For example, will your brochure be printed on thick, colored paper or posted on the Web? Will your PowerPoint presentation be viewed in a classroom with excellent lighting and a bright projector, or will it be viewed on a notebook computer monitor? Determine relevant time factors, such as the length of time to develop the project, how long readers will spend reviewing your project, or the amount of time allocated for your speaking engagement. Your project will need to accommodate all of these constraints.

Decide whether a graph, photo, or artistic element can express or emphasize a particular concept. The right hemisphere of the brain processes images by attaching an emotion to them, so audience members are more apt to recall these graphics long term rather than just reading text.

As you select content, be mindful of the order in which you plan to present information. Readers and audience members generally remember the first and last pieces of information they see and hear, so you should place the most important information at the top or bottom of the page.

Summary

When creating a project, it is beneficial to follow some basic guidelines from the outset. By taking some time at the beginning of the process to determine the project's purpose, analyze the audience, gather possible content, and determine what content to present to the audience, you can produce a project that is informative, relevant, and effective.

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Appendix B

Publishing Office 2010 Web Pages Online

With Office 2010 programs, you use the Save As command in the Backstage view to save a Web page to a Web site, network location, or FTP site. **File Transfer Protocol** (**FTP**) is an Internet standard that allows computers to exchange files with other computers on the Internet.

You should contact your network system administrator or technical support staff at your Internet access provider to determine if their Web server supports Web folders, FTP, or both, and to obtain necessary permissions to access the Web server.

Using an Office Program to Publish Office 2010 Web Pages

When publishing online, someone first must assign the necessary permissions for you to publish the Web page. If you are granted access to publish online, you must obtain the Web address of the Web server, a user name, and possibly a password that allows you to connect to the Web server. The steps in this appendix assume that you have access to an online location to which you can publish a Web page.

To Connect to an Online Location

To publish a Web page online, you first must connect to the online location. To connect to an online location using Windows 7, you would perform the following steps.

1. Click the Start button on the Windows 7 taskbar to display the Start menu.
2. Click Computer in the right pane of the Start menu to open the Computer window.
3. Click the 'Map network drive' button on the toolbar to display the Map Network Drive dialog box. (If the 'Map network drive' button is not visible on the toolbar, click the 'Display additional commands' button on the toolbar and then click 'Map network drive' in the list to display the Map Network Drive dialog box.)
4. Click the 'Connect to a Web site that you can use to store your documents and pictures' link (Map Network Drive dialog box) to start the Add Network Location wizard.
5. Click the Next button (Add Network Location dialog box).
6. Click 'Choose a custom network location' and then click the Next button.
7. Type the Internet or network address specified by your network or system administrator in the text box and then click the Next button.
8. Click 'Log on anonymously' to deselect the check box, type your user name in the User name text box, and then click the Next button.
9. If necessary, enter the name you want to assign to this online location and then click the Next button.
10. Click to deselect the Open this network location when I click Finish check box, and then click the Finish button.

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11. Click the Cancel button to close the Map Network Drive dialog box.
12. Close the Computer window.

To Save a Web Page to an Online Location

The online location now can be accessed easily from Windows programs, including Microsoft Office programs. After creating a Microsoft Office file you wish to save as a Web page, you must save the file to the online location to which you connected in the previous steps. To save a Microsoft Word document as a Web page, for example, and publish it to the online location, you would perform the following steps.

1. Click File on the Ribbon to display the Backstage view and then click Save As in the Backstage view to display the Save As dialog box.
2. Type the Web page file name in the File name text box (Save As dialog box). Do not press the ENTER key because you do not want to close the dialog box at this time.
3. Click the 'Save as type' box arrow and then click Web Page to select the Web Page format.
4. If necessary, scroll to display the name of the online location in the navigation pane.
5. Double-click the online location name in the navigation pane to select that location as the new save location and display its contents in the right pane.
6. If a dialog box appears prompting you for a user name and password, type the user name and password in the respective text boxes and then click the Log On button.
7. Click the Save button (Save As dialog box).

The Web page now has been published online. To view the Web page using a Web browser, contact your network or system administrator for the Web address you should use to connect to the Web page.

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Appendix C

Saving to the Web Using Windows Live SkyDrive

Introduction

Windows Live SkyDrive, also referred to as **SkyDrive**, is a free service that allows users to save files to the Web, such as documents, presentations, spreadsheets, databases, videos, and photos. Using SkyDrive, you also can save files in folders, providing for greater organization. You then can retrieve those files from any computer connected to the Internet. Some Office 2010 programs including Word, PowerPoint, and Excel can save files directly to an Internet location such as SkyDrive. SkyDrive also facilitates collaboration by allowing users to share files with other SkyDrive users (Figure C–1).

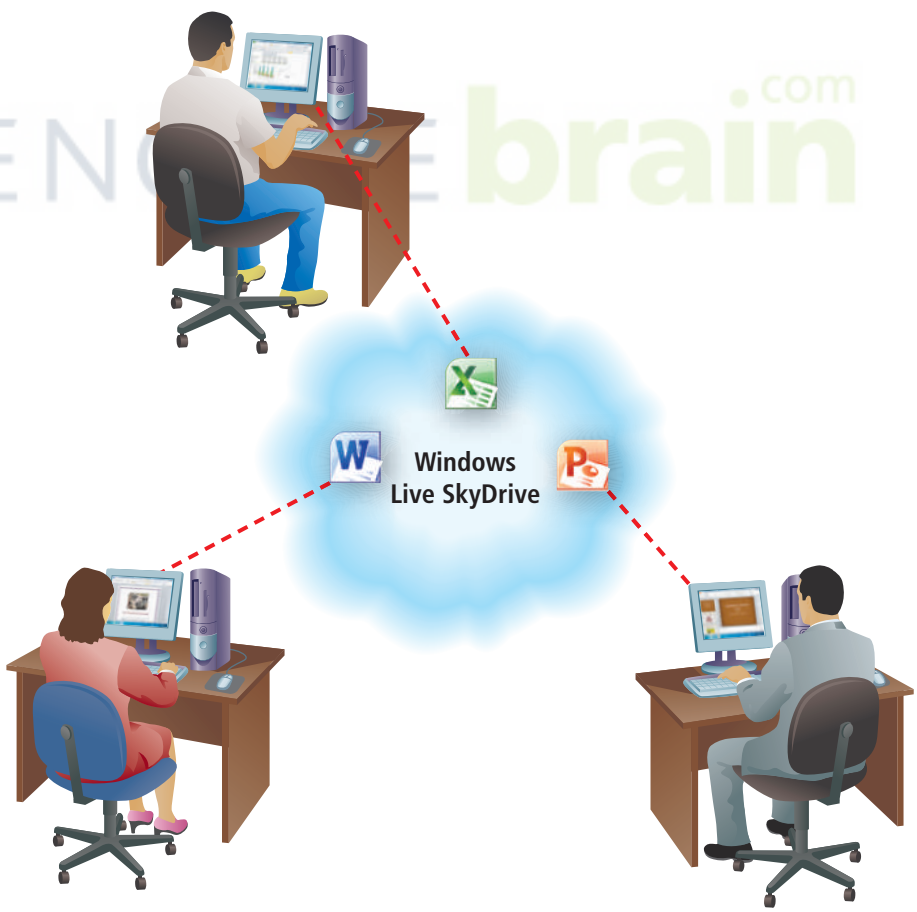

Figure C–1

Note: An Internet connection is required to perform the steps in this appendix.

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To Save a File to Windows Live SkyDrive

You can save files directly to SkyDrive from within Word, PowerPoint, and Excel using the Backstage view. The following steps save an open Word document (Koala Exhibit Flyer, in this case) to SkyDrive. These steps require you to have a Windows Live account. Contact your instructor if you do not have a Windows Live account.

1

- Start Word and then open a document you want to save to the Web (in this case, the Koala Exhibit Flyer).
- Click File on the Ribbon to display the Backstage view (Figure C–2).

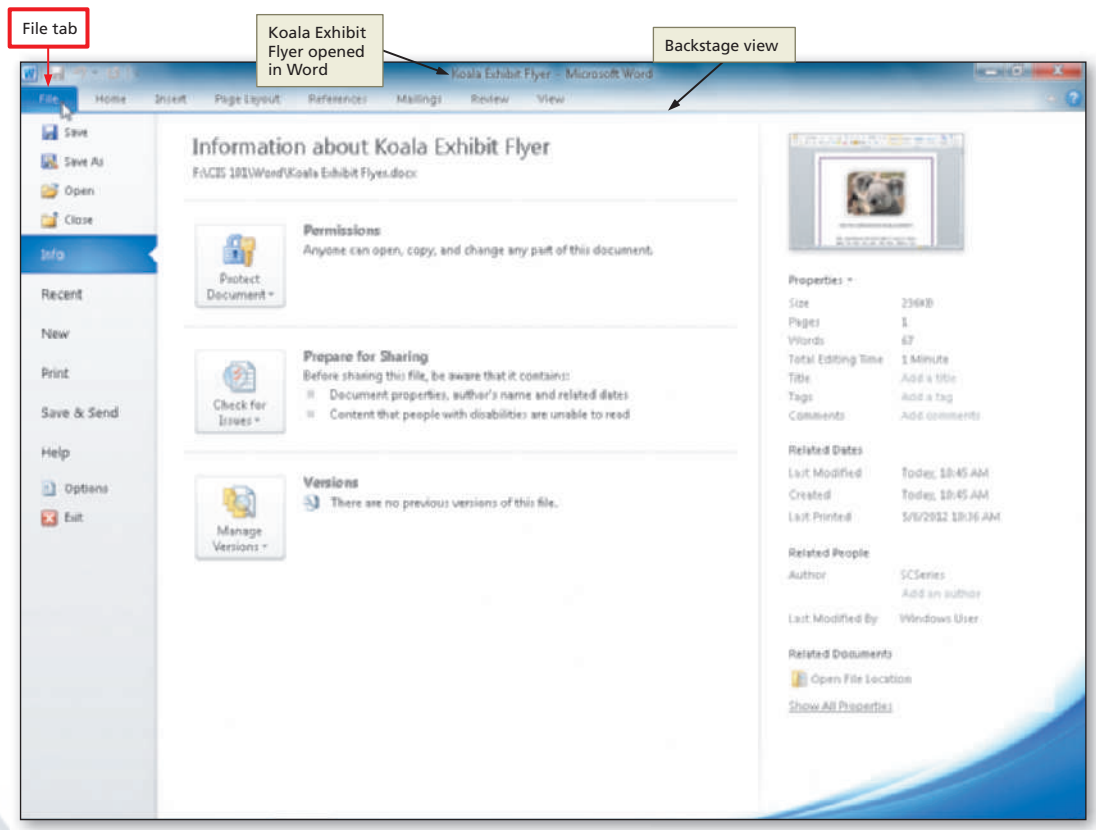

Figure C–2

2

- Click the Save & Send tab to display the Save & Send gallery (Figure C–3).

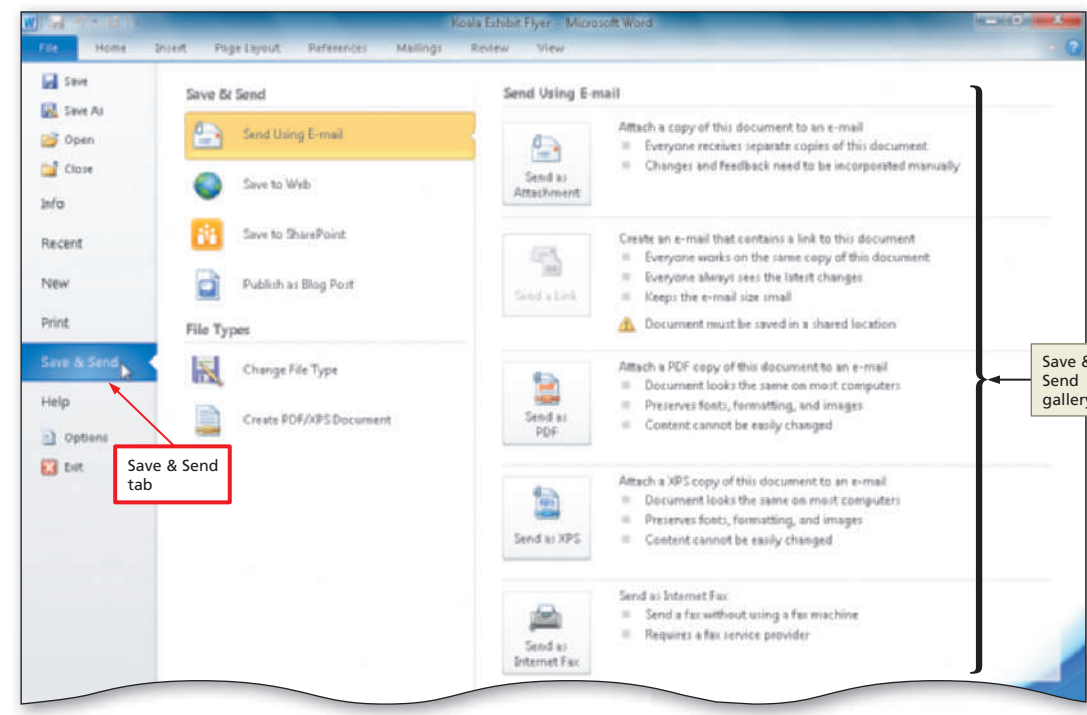

Figure C–3

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3

- Click Save to Web in the Save & Send gallery to display information about saving a file to the Web (Figure C–4).

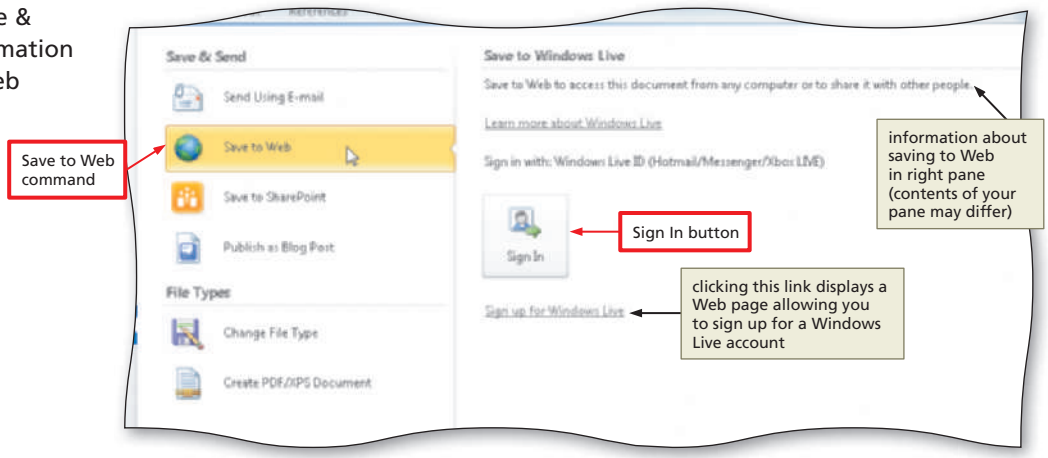
Save & Send
Send Using E-mail
Save to Web
Save to SharePoint
Publish as Blog Post
File Types
Change File Type
Create PDF/XPS Document
Save to Windows Live
Save to Web to access this document from any computer or to share it with other people.
Learn more about Windows Live
Sign in with: Windows Live ID (Hotmail/Messenger/Xbox LIVE)
Sign In
Sign up for Windows Live
Save to Web command
information about saving to Web in right pane (contents of your pane may differ)
Sign In button
clicking this link displays a Web page allowing you to sign up for a Windows Live account

Figure C–4

4

- Click the Sign In button to display a Windows Live login dialog box that requests your e-mail address and password (Figure C–5).

Q&A What if the Sign In button does not appear?

If you already are signed into Windows Live, the Sign In button will not be displayed. Instead, the contents of your Windows Live SkyDrive will be displayed. If you already are signed into Windows Live, proceed to Step 6.

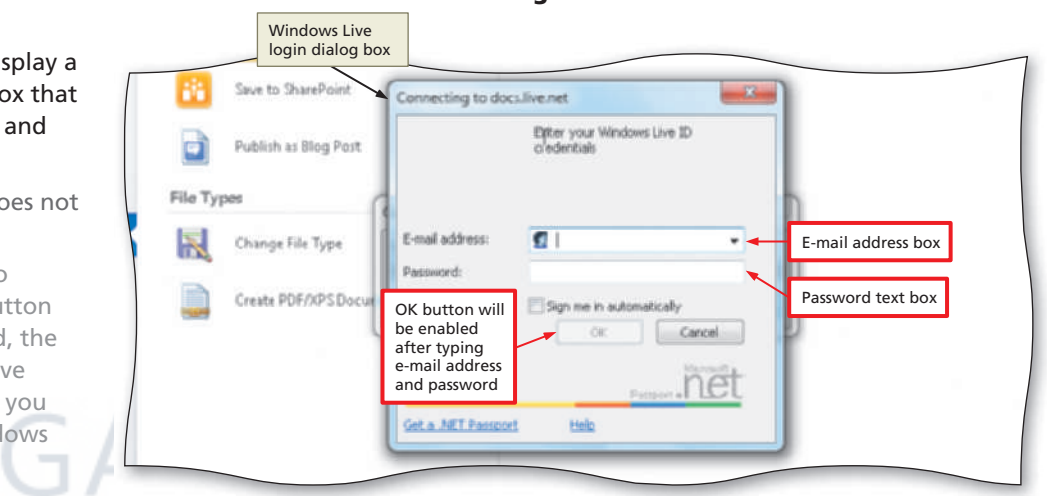

Figure C–5

5

- Enter your Windows Live e-mail address in the E-mail address box (Windows Live login dialog box).
- Enter your Windows Live password in the Password text box.
- Click the OK button to sign into Windows Live and display the contents of your Windows Live SkyDrive in the right pane of the Save & Send gallery.
- If necessary, click the My Documents folder to set the save location for the document (Figure C–6).

Q&A What if the My Documents folder does not exist?

Click another folder to select it as the save location. Record the name of this folder so that you can locate and retrieve the file later in this appendix.

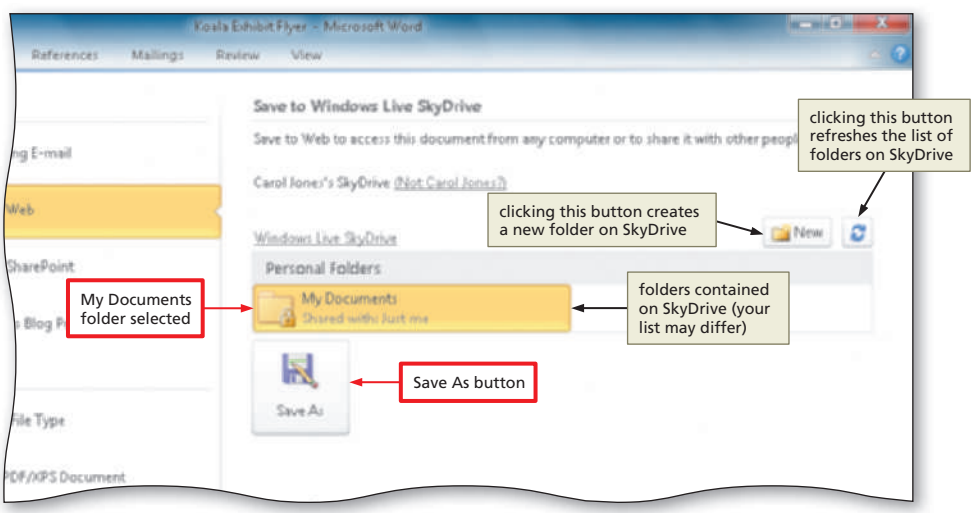
Koala Exhibit Flyer - Microsoft Word
References
Mailings
Review
View
Save to Windows Live SkyDrive
Save to Web to access this document from any computer or to share it with other people
Carol Jones's SkyDrive (Not Carol Jones?)
Windows Live SkyDrive
Personal Folders
My Documents
Shared with: Just me
New
Save As
clicking this button refreshes the list of folders on SkyDrive
clicking this button creates a new folder on SkyDrive
My Documents folder selected
folders contained on SkyDrive (your list may differ)
Save As button

Figure C–6

Q&A My SkyDrive shows personal and shared folders. What is the difference?

Personal folders are private and are not shared with anyone. Shared folders can be viewed by SkyDrive users to whom you have assigned the necessary permissions.

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6

- Click the Save As button in the right pane of the Save & Send gallery to contact the SkyDrive server (which may take some time, depending on the speed of your Internet connection) and then display the Save As dialog box (Figure C–7).

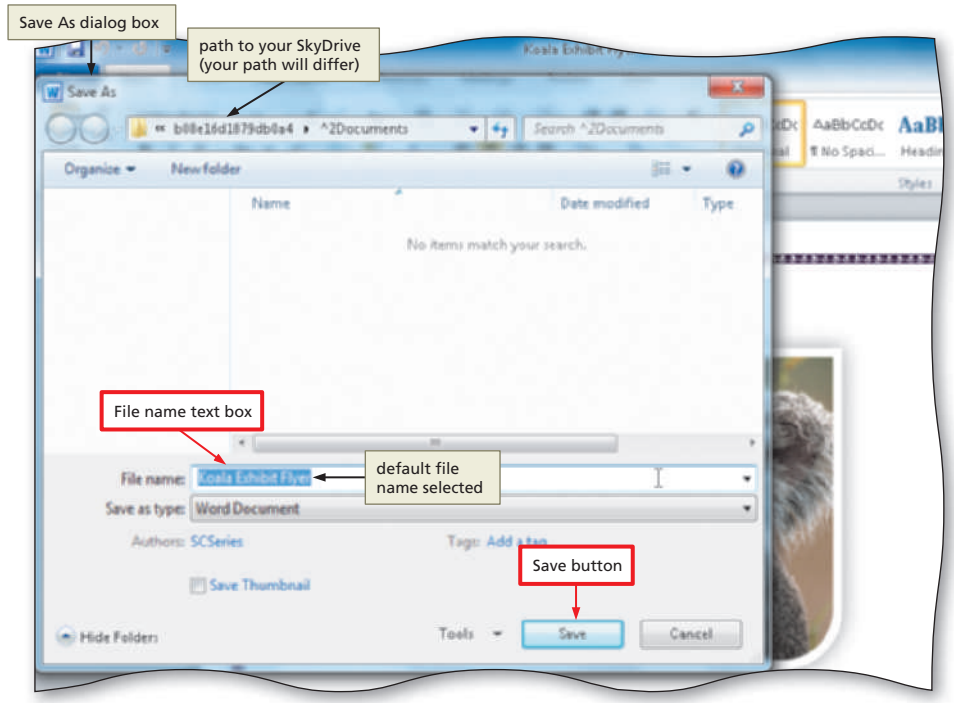

Figure C–7

7

- Type **Koala Exhibit Web** in the File name text box to enter the file name and then click the Save button (Save As dialog box) to save the file to Windows Live SkyDrive (Figure C–8).

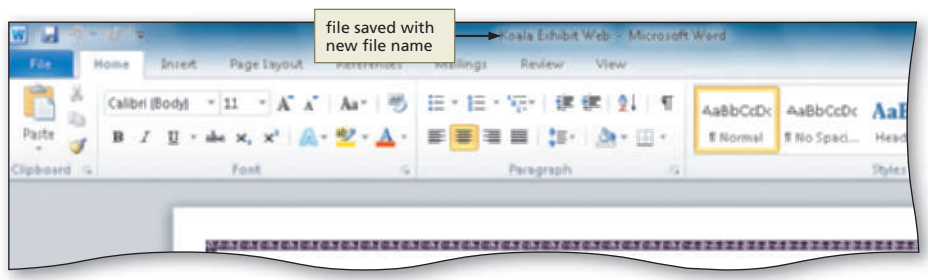

Figure C–8

Q&A

Is it necessary to rename the file?

It is good practice to rename the file. If you download the file from SkyDrive to your computer, having a different file name will preserve the original file.

8

- If you have one Word document open, click the Close button on the right side of the title bar to close the document and quit Word; or if you have multiple Word documents open, click File on the Ribbon to open the Backstage view and then click Exit in the Backstage view to close all open documents and quit Word.

Web Apps

Microsoft has created a scaled-down, Web-based version of its Microsoft Office suite, called **Microsoft Office Web Apps,** or **Web Apps**. Web Apps contains Web-based versions of Word, PowerPoint, Excel, and OneNote that can be used to view and edit files that are saved to SkyDrive. Web Apps allows users to continue working with their files even while they are not using a computer with Microsoft Office installed. In addition to working with files located on SkyDrive, Web Apps also enables users to create new Word documents, PowerPoint presentations, Excel spreadsheets, and OneNote notebooks. After returning to a computer with the Microsoft Office suite, some users choose to download files from SkyDrive and edit them using the associated Microsoft Office program.

Note: As with all Web applications, SkyDrive and Office Web Apps are subject to change. Consequently, the steps required to perform the actions in this appendix might be different from those shown.

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To Download a File from Windows Live SkyDrive

Files saved to SkyDrive can be downloaded from a Web browser using any computer with an Internet connection. The following steps download the Koala Exhibit Web file using a Web browser.

1

- Click the Internet Explorer program button pinned on the Windows 7 taskbar to start Internet Explorer.
- Type `skydrive.live.com` in the Address bar and then press the ENTER key to display a SkyDrive Web page requesting you sign in to your Windows Live account (Figure C–9). (If the contents of your SkyDrive are displayed instead, you already are signed in and can proceed to Step 3 on the next page.)

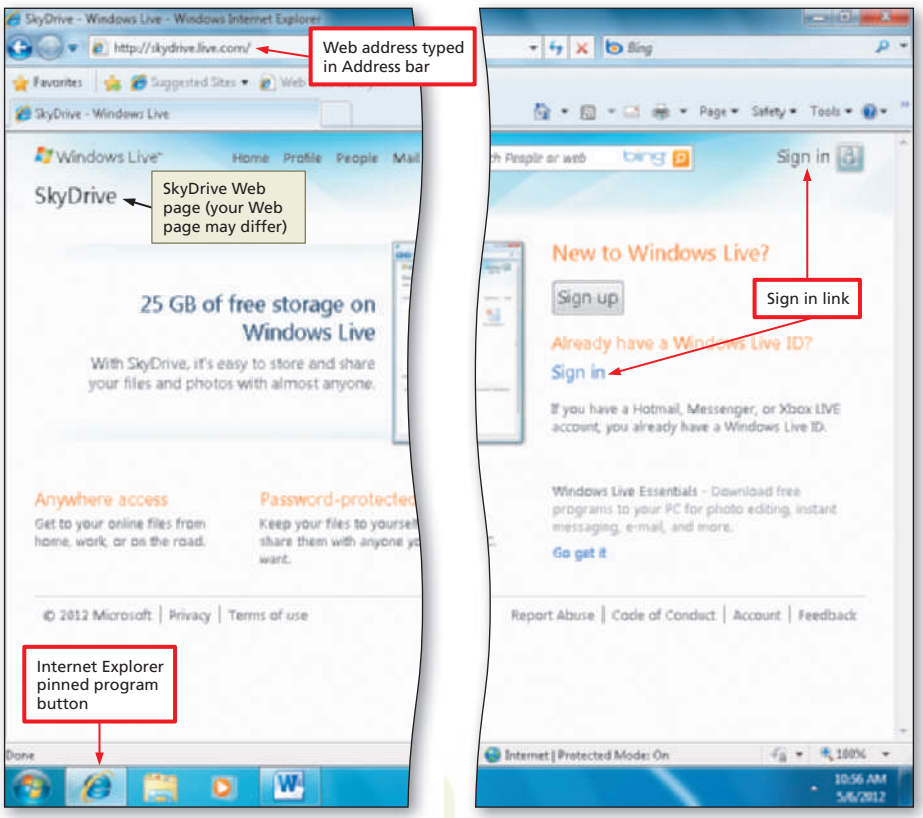
Web address typed in Address bar
SkyDrive Web page (your Web page may differ)
Sign in link
Internet Explorer pinned program button
Windows Live
SkyDrive
25 GB of free storage on Windows Live
New to Windows Live?
Sign up
Sign in
Already have a Windows Live ID?
Sign in
Anywhere access
Password-protected
© 2012 Microsoft | Privacy | Terms of use
Report Abuse | Code of Conduct | Account | Feedback

Figure C–9

Q&A Why does the Web address change after I enter it in the Address bar?

The Web address changes because you are being redirected to sign into Windows Live before you can access SkyDrive.

Q&A Can I open the file from Microsoft Word instead of using the Web browser?

If you are opening the file on the same computer from which you saved it to the SkyDrive, click File on the Ribbon to open the Backstage view. Click the Recent tab and then click the desired file name (Koala Exhibit Web, in this case) in the Recent Documents list, or click Open and then navigate to the location of the saved file (for a detailed example of this procedure, refer to the Office 2010 and Windows 7 chapter at the beginning of this book).

2

- Click the Sign in link to display the Windows Live ID and Password text boxes (Figure C–10).

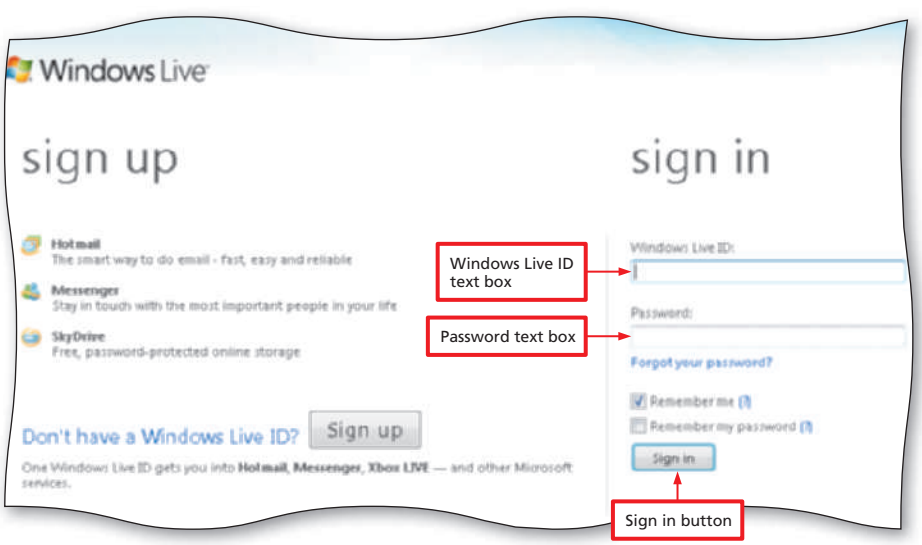

Figure C–10

Q&A Why can I not locate the Sign in link?

If your computer remembers your Windows Live sign in credentials from a previous session, your e-mail address already may be displayed on the SkyDrive Web page. In this case, point to your e-mail address to display the Sign in button, click the Sign in button, and then proceed to Step 3. If you cannot locate your e-mail address or Sign in link, click the Sign in with a different Windows Live ID link and then proceed to Step 3.

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3

- If necessary, enter your Windows Live ID and password in the appropriate text boxes and then click the Sign in button to sign into Windows Live and display the contents of your SkyDrive (Figure C–11).

Q&A

What if my screen shows the contents of a particular folder, instead of all folders?

To display all folders on your SkyDrive, point to Windows Live in the upper-left corner of the window and then click SkyDrive on the Windows Live menu.

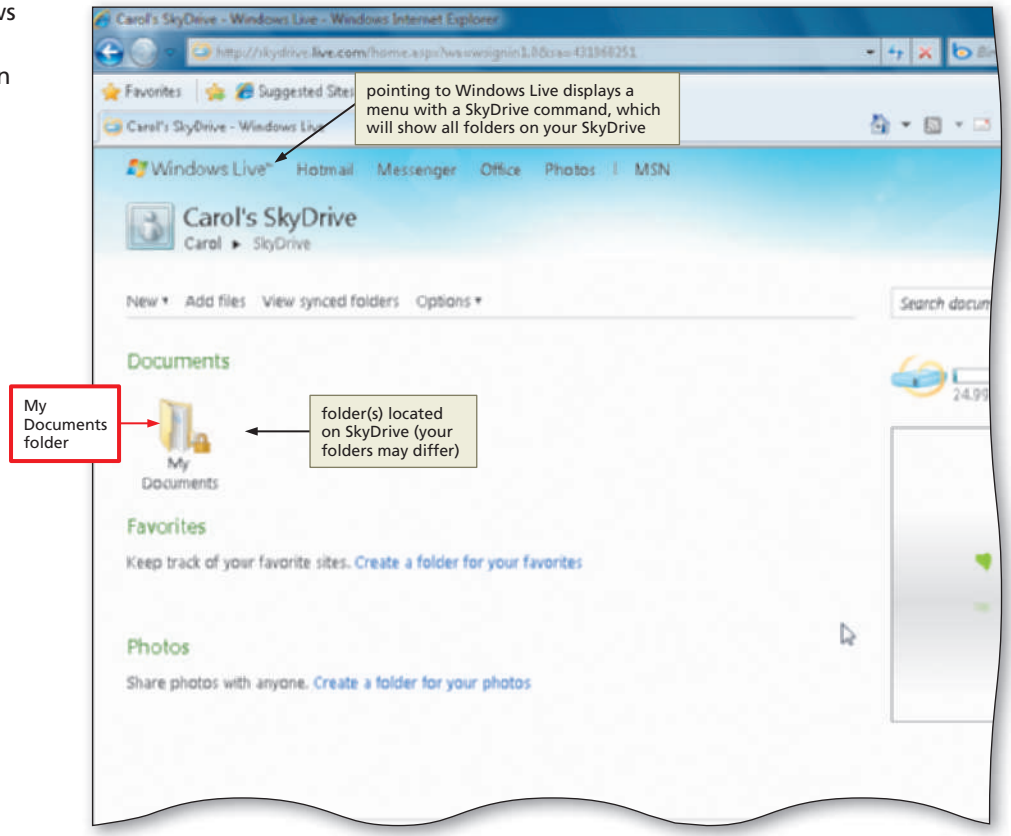

Figure C–11

4

- Click the My Documents folder, or the link corresponding to the folder containing the file you wish to open, to select the folder and display its contents (Figure C–12).

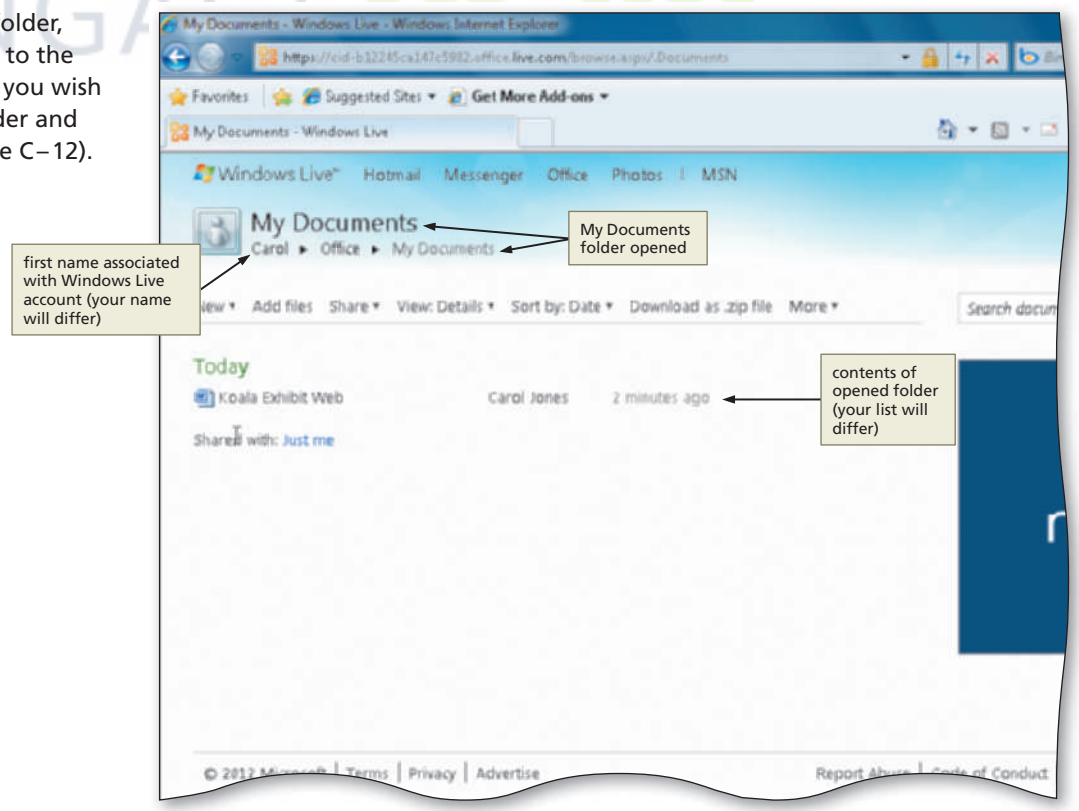

Figure C–12

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5

- Point to the Koala Exhibit Web file to select the file and display commands associated with the file.
- Click the More link to display the More menu (Figure C–13).

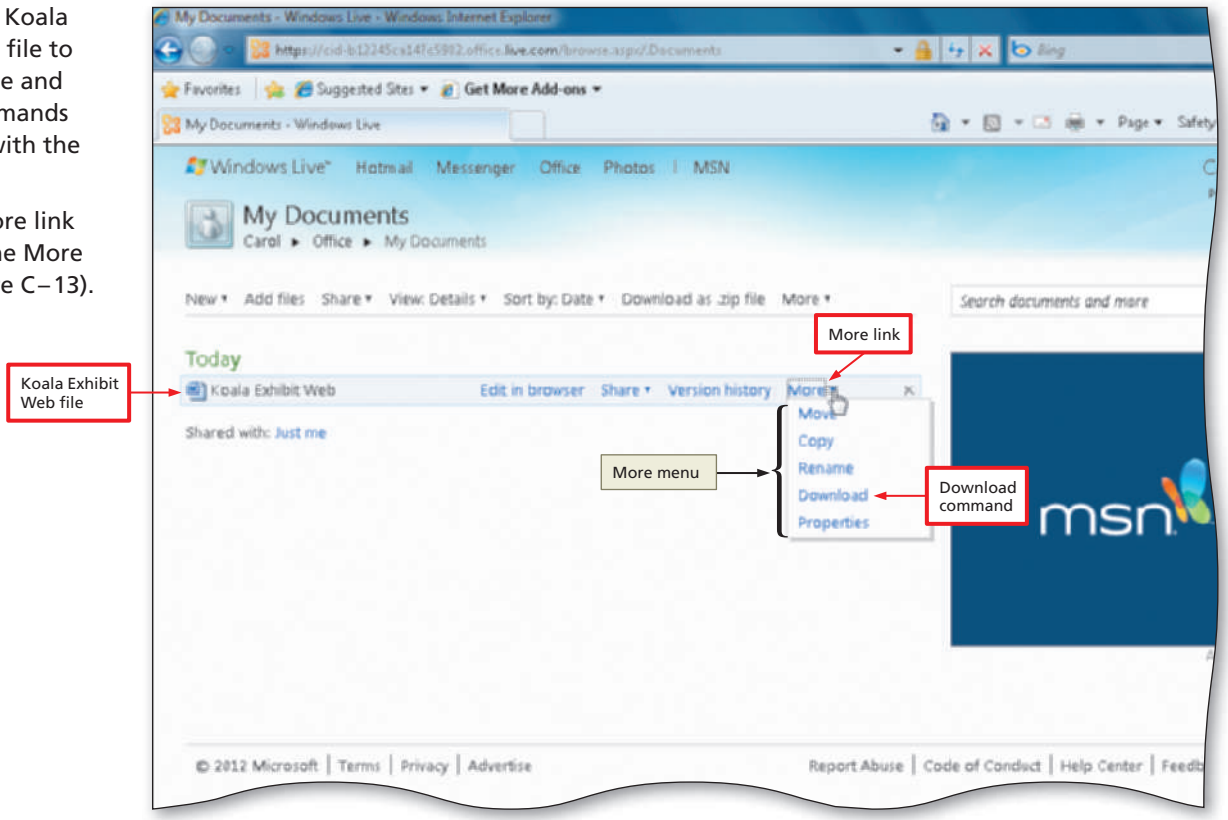

Figure C–13

6

- Click Download on the More menu to display the File Download dialog box (Figure C–14).

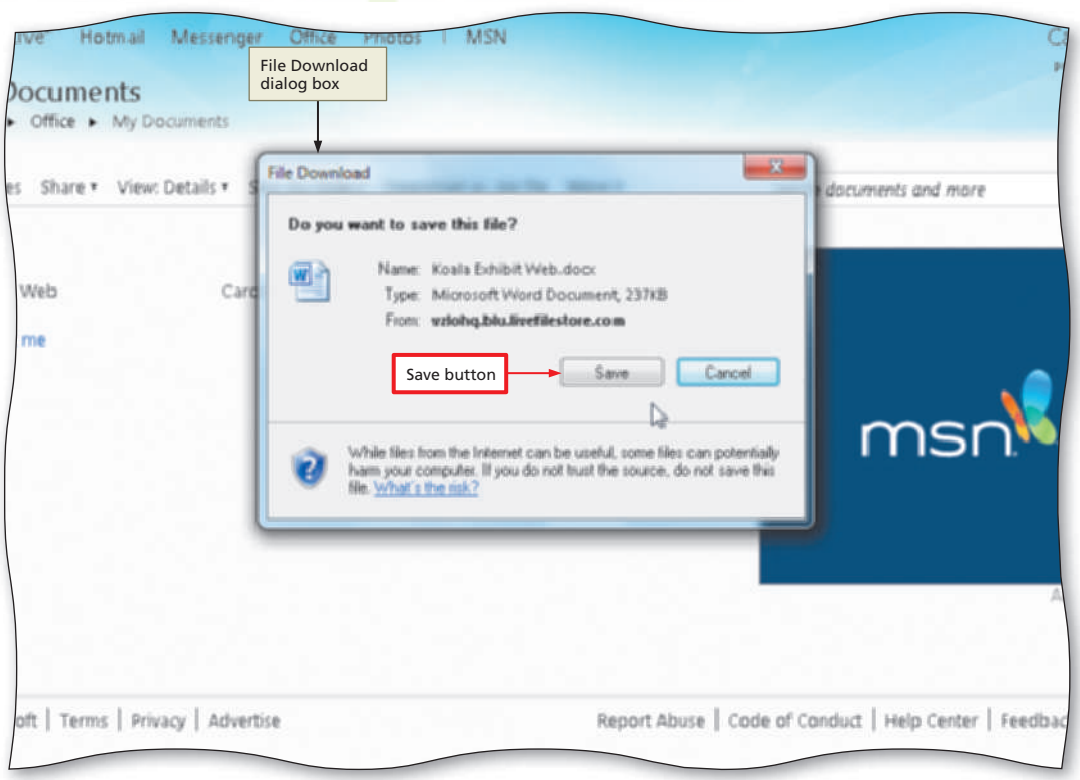
File Download dialog box
File Download
Do you want to save this file?
Name: Koala Exhibit Web.docx
Type: Microsoft Word Document, 237KB
From: vzlolwq.blu.livefilestore.com
Save button
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not save this file. What's the risk?
Hotmail
Messenger
Office
MSN
Share
View: Details
Report Abuse | Code of Conduct | Help Center
msn

Figure C–14

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7

- Click the Save button (File Download dialog box) to display the Save As dialog box (Figure C–15).
- Navigate to the desired save location.
- Click the Save button to save the file on your computer's hard disk or other storage device connected to the computer.

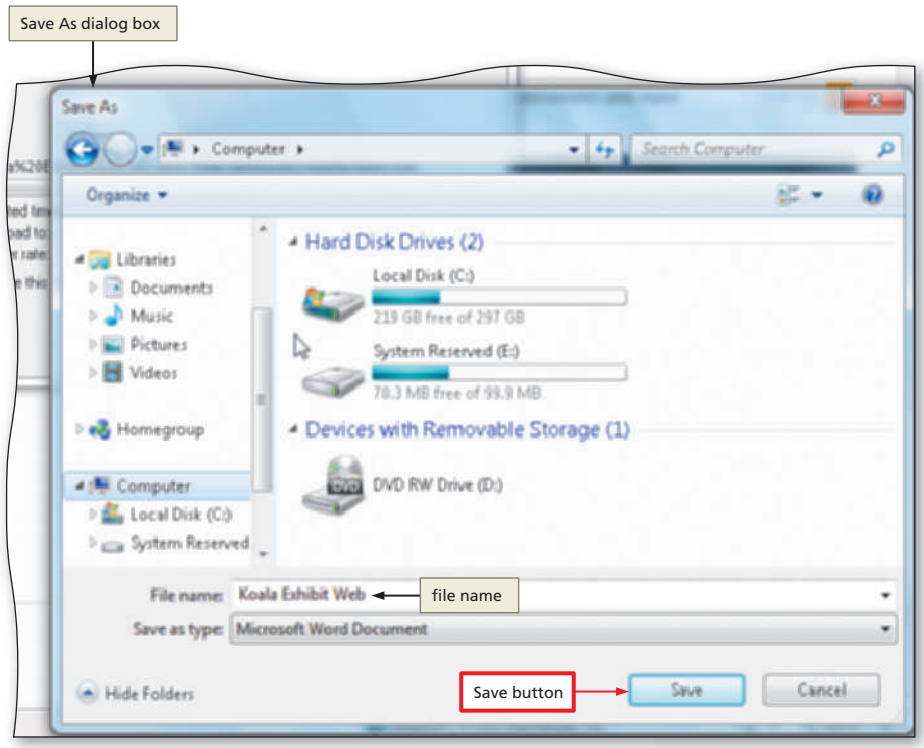

Figure C–15

Collaboration

In today's workplace, it is common to work with others on projects. Collaborating with the members of your team often requires sharing files. It also can involve multiple people editing and working with a certain set of files simultaneously. Placing files on SkyDrive in a public or shared folder enables others to view or modify the files. The members of the team then can view and edit the files simultaneously using Web Apps, enabling the team to work from one set of files (Figure C–16). Collaboration using Web Apps not only enables multiple people to work together, it also can reduce the amount of time required to complete a project.

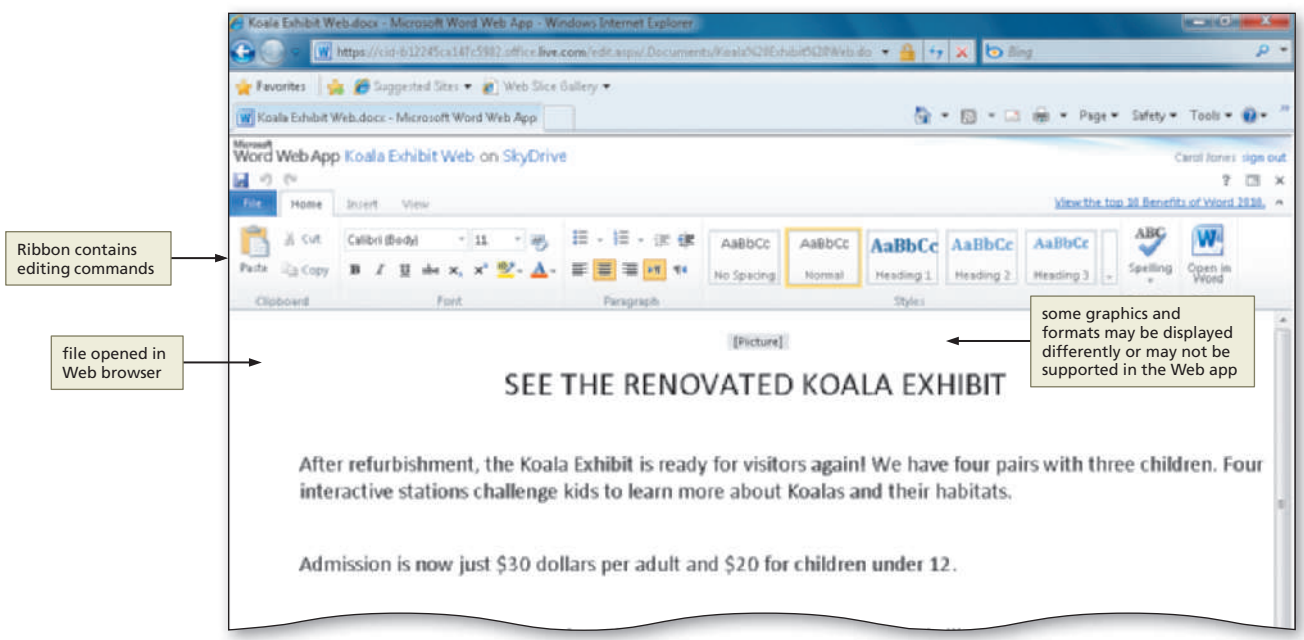
Ribbon contains editing commands
file opened in Web browser
some graphics and formats may be displayed differently or may not be supported in the Web app
Word Web App Koala Exhibit Web on SkyDrive
[Picture]
SEE THE RENOVATED KOALA EXHIBIT
After refurbishment, the Koala Exhibit is ready for visitors again! We have four pairs with three children. Four interactive stations challenge kids to learn more about Koalas and their habitats.
Admission is now just $30 dollars per adult and $20 for children under 12.

Figure C–16

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Access control: Security measure that defines who can access a computer, when they can access it, and what actions they can take while accessing the computer. **189**
Access provider: Business that provides individuals and companies access to the Internet free or for a fee. 10, **46**
Access window, AC 15
Access work area, **OFF 54, AC 15**
Accounting Number format, EX 32–33, EX 100, EX 103
Accounting software: Software that helps companies record and report their financial transactions. 100, **107**
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  totals to reports, AC 57–58
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  Web sites to list of installed services, WD 122
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Add-on: Program that extends the capability of a browser; often used to enhance multimedia. *See also* **plug-in**. **61**
Address bar, **OFF 24, IE 14**
Address bar list, **IE 21–22**
Address book: List of names and e-mail addresses, created and stored by a user. **65**
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  IP (Internet Protocol), IE 8
  searching Web for street, 76–77
  Web, **IE 7**, IE 16
addressing, absolute vs. relative, EX 162–163
Adjust to box, Page Setup dialog box, EX 121
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Administrator account: Computer account held by computer and network administrators that enables them to access all files and programs on the computer or network, install programs, and specify settings that affect all users on a computer or network. **144**
Adobe Reader, 107, 121
Adobe Systems company profile, 121
advocacy Web sites, 57
Adware: Program that displays an online advertisement in a banner or pop-up window on Web pages, e-mail, or other Internet services. **155, 204, IE 6,** IE 7
Adware remover: Program that detects and deletes adware from a user's computer. **155**
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Animation: Appearance of motion created by displaying a series of still images in sequence. **59, PPT 122**
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Anti-spam program: Program that attempts to remove spam before it reaches a user's inbox. **155**, **205**
Antivirus program: Program that protects a computer against viruses by identifying and removing any computer viruses found in memory, on storage media, or on incoming files. **154**, **186**
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Application software: Program designed to make users more productive and/or assist them with personal tasks. **12**, **96**
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Audio: Music, speech, or any other sound. **60**
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Audio editing software: Application software that allows a user to modify audio clips, produce studio-quality soundtracks, and add audio to video clips. **110**
Audit trail: Computer file that records both successful and unsuccessful access attempts. **189**
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Automatic update: Operating system feature that automatically provides updates to a program. **143**, 164–165, **IE 7**
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Back button, IE 22–24
Back door: Program or set of instructions in a program that allow users to bypass security controls when accessing a program, computer, or network. **188**
Back up: To make a copy of a file. **196**
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Backup: Duplicate or copy of a file, program, or disk that can be used if the original is lost, damaged, or destroyed. **196**
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backup copy, **AC 61**
Backup utility: Utility program that allows users to copy, or back up, selected files or an entire hard disk to another storage medium, such as another hard disk, optical disc, USB flash drive, or tape. **152**
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Biometric device: Device that authenticates a person's identity by translating a personal characteristic, such as a finger print, into a digital code that then is compared with a digital code stored in a computer verifying a physical or behavioral characteristic. **191**
Biometric payment: Payment method where the customer's fingerprint is read by a fingerprint reader that is linked to a payment method such as a checking account or credit card. **191**
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BlackBerry operating system, 149
blank cell, **EX 83**
Blank Database option, OFF 55
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Blog: Informal Web site consisting of time-stamped articles, or posts, in a diary or journal format, usually listed in reverse chronological order. Blog is short for Web log. **10, 56**
blogger Web sites, 82
Bloglines, 82
Blogosphere: Worldwide collection of blogs. **56**, 82
Bluetooth, 41
body copy, **WD 5**
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Bookmark: Saved Web address that you access by clicking its name in a list. *See also* **favorite**. **51**
Booting: Process of starting or restarting a computer. **138**
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Botnet: Group of compromised computers connected to a network such as the Internet that is used as part of a network that attacks other networks, usually for nefarious purposes. **187**
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Broadband: High-speed Internet connection provided through cable, DSL, fiber, radio signals, or satellite. **45**, 221
Browser: Application software that allows users to access and view Web pages. *See also* **Web browser**. **49**
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Buffer: Segment of memory or storage in which items are placed while waiting to be transferred from an input device or to an output device. **141**
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Business software: Application software that assists people in becoming more effective and efficient while performing their daily business activities. **100**
business/marketing Web sites, 56
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Button: Graphical element that is activated to cause a specific action to take place. **98**
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C

Cable Internet service: High-speed Internet access provided through the cable television network via a cable modem. **45**
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Camera phone: Phone that can send picture messages. **17**
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selecting and using video, 130–134
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CAPTCHA: Completely Automated Public Turing test to tell Computers and Humans Apart; program used by some Web sites to provide further protection for a user's password by verifying that user input is not computer generated. **190**
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Cellular radio network: High-speed Internet connection for devices with built-in compatible technology or computers with wireless modems. **46**
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Certificate authority: Authorized person or company that issues and verifies digital certificates. **195–196**
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Chat: Real-time typed conversation that takes place on a computer. **67**
Chat room: Location on an Internet server that permits users to chat with each other. 10, **67**, 118, 176–177
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Click: To move the mouse pointer to a button or link on the computer screen, and then to press and release the left mouse button. **52**, **98**
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Clickjacking: Scam in which an object that can be clicked on a Web site, such as a button, image, or link, contains a malicious program. **205**
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See also clips, graphics
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resizing, PPT 33–36
"today's clip" (Microsoft), PPT 26
Clip Art task pane, **PPT 26–30**
Clip art/image gallery: A collection of clip art and photos included with application software. 111, **114**
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Clip Organizer, **WD 148**, WD 154
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Cold boot: Process of turning on a computer that has been powered off completely. **138**
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report, AC 54–56
resizing datasheet, AC 29–30, AC 42
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Comma Style format, EX 32, EX 100–101
Command: Instruction on a menu that causes a program to perform a specific action. **98**, **OFF 10**
See also specific command
Command bar, **OFF 24**, **IE 14**
commands on, IE 14–15
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Command-line interface: Type of user interface in which a user types commands or presses special keys on the keyboard (such as function keys or key combinations) to enter data and instructions. **139**
adding to Quick Access Toolbar, OFF 19
AutoCalculate shortcut menu, EX 48
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toggle, EX 177
commas (,)
in Excel, EX 13
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comma-separated values (CSV) files, AC 113
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Communications device: Hardware component that enables a computer to send (transmit) and receive data, instructions, and information to and from one or more computers. **6**
compact (database), **AC 61**
company information Web sites, 93
comparison operators, EX 165, **AC 91**
complimentary close (business letter), **WD 167**
compound criterion, AC **92–93**
compressing file size, PPT 31, 126–127
computed fields, **AC 115**
Computer: Electronic device, operating under the control of instructions stored in its own memory, that can accept data, process the data according to specified rules, produce results, and store the results for future use. **3**
Computer addiction: Growing health problem that occurs when the computer consumes someone's entire social life. 7, **199**
Computer crime: Any illegal act involving a computer. **182**
Computer ethics: Moral guidelines that govern the use of computers and information systems. **199**
See also ethics
Computer literacy: Having a current knowledge and understanding of computers and their uses. *See also* **digital literacy**. **3**
computer role-playing game (CRPG), 41
Computer security risk: Any event or action that could cause a loss of or damage to computer hardware, software, data, information, or processing capability. **182**
Internet and network attacks, 184–189
computer software, 11–13
computer virus, 98, 184, **IE 7**
Computer vision syndrome: Eyestrain due to prolonged computer usage. **198**
Computer-aided design (CAD) software: Sophisticated type of application software that assists a professional user in creating engineering, architectural, and scientific designs. **109**, 120
Computer-aided manufacturing (CAM): Use of computers to assist with manufacturing processes such as fabrication and assembly. **27**
Computer-based training (CBT): Type of education in which students learn by using and completing exercises with instructional software. Also called computer-aided instruction. **115**
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advantages and disadvantages, 7–8
applications in society, 24–28
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categories of, 13–20
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conserving ink, toner, EX 45
constants, replacing formulas with, EX 165
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Content aggregator: Business that gathers and organizes Web content and then distributes, or feeds, the content to subscribers for free or a fee. **58**
Content filtering: Process of restricting access to certain material on the Web. **207**
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inserting pictures into, PPT 84–85
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Convergence: Term used to refer to the trend of manufacturers offering computers and devices with technologies that overlap. **14**
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colors to hues, grayscale, PPT 142
fields to regular text, WD 110
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Cookie: Small text file that a Web server stores on a computer. **203–204**
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slides, PPT 38–39
Sparkline charts, EX 171–172
text from Web pages, IE 42–43
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Copyright: Exclusive rights given to authors and artists to duplicate, publish, and sell their materials. **201**, PPT 84
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corporate blogs, 82
correcting
automatically, and undoing, WD 87
errors, EX 49–51
mistakes while typing, PPT 8
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COUNT function, AC 119
counting words, WD 101
CPU (central processing unit): Electronic component on a computer's motherboard that interprets and carries out the basic instructions that operate the computer. *See also* **processor**. **6**
Cracker: Someone who accesses a computer or network illegal with the intent of destroying data, stealing information, or other malicious action. **182**
Create: To enter text or numbers, insert images, and perform other tasks with a document using an input device such as a keyboard, mouse, or digital pen. **102**
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Custom software: Software that performs functions specific to a business or industry, developed by a user or at a user's request. **96**
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Cybercrime: Online or Internet-based illegal acts. **182**
Cyberextortionist: Someone who uses e-mail as a vehicle for extortion. **182**
Cyberterrorist: Someone who uses the Internet or network to destroy or damage computers for political reasons. **183**
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Data: Collection of unprocessed items, which can include text, numbers, images, audio, and video. **4**
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centering in cells, EX 98–100
deleting table, WD 185
entering in tables, WD 177–179
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Database: Collection of data organized in a manner that allows access, retrieval, and use of that data. **104, OFF 53, AC 2**
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Database software: Application software used to create, access, and manage a database; add, change, and delete data in the database; sort and retrieve data from the database; and create forms and reports using the data in the database. **104**
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Decrypt: Process of deciphering encrypted data into a readable form. **195**
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Defragmenting: Reorganizing a disk so that the files are stored in contiguous sectors, thus speeding up disk access and the performance of the entire computer. **152**
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Denial of service attack: Assault on a computer or network whose purpose is to disrupt computer access to an Internet service such as the Web or e-mail. *See also* **DoS attack**. **187**
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creating database tables in, AC 33–37
creating queries in, AC 78–79
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viewing tables in, AC 21–22
Desktop: On-screen work area that has a graphical user interface. **98,** OFF 7
Desktop computer: Computer designed so the system unit, input devices, output devices, and any other devices fit entirely on or under a desk or table. **16**, 20, **98**
Desktop publishing (DTP) software: Application software used by professional designers to create sophisticated documents that can contain text, graphics, and many colors. **109**
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DeWolfe, Chris, 29
Dialog Box Launcher, **OFF 15**
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Dial-up access: Internet access that takes place when the modem in your computer connects to the Internet via a standard telephone line that transmits data and information using an analog (continuous wave pattern) signal. **46**, 221
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Digital camera: Mobile device that allows users to take pictures and stores the photographed images digitally, instead of on traditional film. **18**, 20
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Digital certificate: A notice that guarantees a user or a Web site is legitimate. **195**
digital communications (feature), 167–180
Digital forensics: The discovery, collection, and analysis of evidence found on computers and networks. **192**
digital formats, **130**
Digital literacy: Having a current knowledge and understanding of computers and their uses. *See also* **computer literacy**. **3**
Digital rights management: Strategy designed to prevent illegal distribution of movies, music, and other digital content. **201**
Digital signature: Encrypted code that a person, Web site, or organization attaches to an electronic message to verify the identity of the message sender. **195**
digital video capture devices, 219
digital video technology, 39, **129**, 130–134
dimension (of table), **WD 176**
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Disc burning software: Utility program that writes text, graphics, audio, and video files to a recordable or rewritable CD, DVD, or Blu-ray Disc. **157**
Disk cleanup: Utility that searches for and removes unnecessary files. **152**
Disk defragmenter: Utility that reorganizes the files and unused space on a computer's hard disk so that the operating system accesses data more quickly and programs run faster. **152**
Disney.com, IE 6
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Distance learning: Delivery of education at one location while the learning takes place at other locations. **119**
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Document Information Panel, **WD 49, PPT 46–47,** EX 43–44
Document management software: Application software that provides a means for sharing, distributing, and searching through documents by converting them into a format that can be viewed by any user. **107**
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Domain name: Text version of an IP address. **48**, **IE 8**
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DoS attack: Assault on a computer or network whose purpose is to disrupt computer access to an Internet service such as the Web or e-mail. *See also* **denial of service attack**. **187**
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Downloading: Process of a computer receiving information, such as a Web page, from a server on the Internet. **50**
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Driver: Small program that tells an operating system how to communicate with a specific device. **142**
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driving directions, searching Web for, 76
DSL: Type of digital technology that provides high-speed Internet connections using regular copper telephone lines. **45**

E

Ease of Access Center, OFF 6
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E-book: Electronic version of a printed book, readable on computers and other digital devices. Also called a digital book. **17**
E-book reader: Short for electronic book reader; handheld device that is used primarily for reading e-books. **17**
E-commerce: Short for electronic commerce; a business transaction that occurs over an electronic network such as the Internet. 23, **62**
Edit: To make changes to the existing content of a document. **102**
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Educational software: Application software that teaches a particular skill. **115**
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E-learning: Short for electronic learning; delivery of education via some electronic method such as the Internet, networks, or CDs/DVDs. **119**, 158
electronic mail, **OFF 58**
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Electronic storefront: Online business a customer visits that contains product descriptions, graphics, and a shopping cart. **62–63**
electronics Web sites, 88
e-mail, 63, 118, **OFF 58**
attaching files to messages, 76
business perspective, 169
personal perspective, 168
sending message using Outlook, 64
and viruses, 65
E-mail address: Combination of a user name and a domain name that identifies a user so he or she can receive Internet e-mail. **64**
E-mail filtering: Service that blocks e-mail messages from designated sources. **205**
e-mail messages, and viruses, 185
E-mail program: Software used to create, send, receive, forward, store, print, and delete e-mail messages. **63**–64
e-mailing pictures, IE 37
e-mailing PowerPoint presentations, OFF 36
embedded charts, **EX 36**
Embedded computer: Special-purpose computer that functions as a component in a larger product. 15, **19**–20
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Embedded operating system: The operating system that resides on a ROM chip inside most PDAs and small devices. 145, **149**
embedding videos within PowerPoint, PPT 138
Emoticons: Symbols used on the Internet to express emotion. **69, 76–77**
Employee monitoring: The use of computers to observe, record, and review an employee's use of a computer, including communications such as e-mail messages, keyboard activity (used to measure productivity), and Web sites visited. **207**
Encryption: Process of converting readable data into unreadable characters to prevent unauthorized access. 144, **195**
Encryption algorithm: Set of steps that can convert readable plaintext into unreadable ciphertext. **195**
Encryption key: Set of characters that the originator of the encrypted data uses to encrypt the plaintext and the recipient of the data uses to decrypt the ciphertext. **195**
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end-of-row mark, **WD 177**
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ENERGY STAR program: Program developed by the United States Department of Energy (DOE) and the United States Environmental Protection Agency (EPA) to help reduce the amount of electricity used by computers and related devices. **201**
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Enhanced ScreenTips, **OFF 15**
Enter box, EX 9
Enterprise computing: Term large companies use to refer to the use of a huge network of computers that meets their diverse computing needs. **23, 24**
Enterprise user: Computer user working for a business that has hundreds or thousands of employees or customers that work in or do business with offices across a region, the country, or the world. **23**

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Entertainment software: Application software, such as interactive games, videos, and other programs designed to support a hobby or provide amusement and enjoyment. **116**
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FAQ: List that helps a user find answers to commonly asked questions. **11**
Favorite: Saved Web address that you access by clicking its name in a list. *See also* **bookmark**. **51**, **IE 30**
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 keeping track of, IE 30–35
Favorites area, **OFF 24**
Favorites bar, **IE 13**
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Fiber to the Premises (FTTP): Technology that uses fiber-optic cable to provide high-speed Internet access to home and business users. **45**
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File: Named collection of stored data, instructions, or information. **98–99, OFF 7**, **EX 29**, **AC 13**
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File compression utility: Utility program that shrinks the size of a file(s), so the file takes up less storage space than the original file. **156**
file format, **131**
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File manager: Utility that performs functions related to file and disk management. **151**
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File Transfer Protocol (FTP), **APP 3**
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Firewall: Hardware and/or software that protects a network's resources from intrusion by users on another network such as the Internet. 153, 186, **188–189**

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First Line Indent marker, **WD 83**
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Fixed wireless: High-speed Internet connection that uses a dish-shaped antenna on a house or business to communicate with a tower location via radio signals. **45**
fixed-width files, exporting, AC 114
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Flesch-Kincaid Grade Level score, WD 120
flipping graphics, WD 157
floating dollar signs, **EX 100**, EX 102–103, EX 174
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Folder: Specific named location on a storage medium that contains related documents. **151, OFF 10**
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Font: Name assigned to a specific design of characters. **102**, **WD 12**, **PPT 10, EX 22**
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Font size: Size of the characters in a particular font. **102**, **WD 12**, **EX 22**
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Font style: Font design, such as bold, italic, and underline, that can add emphasis to a font. **102**, **EX 34**
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Format: To change a document's appearance. **102**, **WD 12, PPT 10, EX 20**
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Freeware: Copyrighted software provided at no cost to a user by an individual or a company that retains all rights to the software. **97**
freeze the titles, **EX 157–159**
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FTP: Internet standard that permits file uploading and downloading with other computers on the Internet. **68**, 118

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Game console: Mobile computing device designed for single-player or multiplayer video games. 15, **18, 41**
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Graphic: Digital representation of nontext information such as a drawing, chart, or photo. *See also* **graphical image**. **58**
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Graphical user interface (GUI): Type of user interface that allows a user to interact with software using text, graphics, and visual images, such as icons. **11**, **139**
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Green computing: Computer usage that reduces the electricity and environmental waste involved in using a computer. **7**, 128, 166, **201**, 216, PPT 51 , AC 30
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H

Hacker: Someone who accesses a computer or network illegally. **182**
Handheld computer: Computer small enough to fit in one hand. *See also* **Ultra-Mobile PC (UMPC)**. **17**
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Hanging Indent marker, **WD 109**
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Hardware: Electric, electronic, and mechanical components contained in a computer. **4**
Hardware theft: The act of stealing computer equipment. **193**
Hardware vandalism: The act of defacing or destroying computer equipment. **193**
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Hibernate: Operating system function that saves any open documents and programs to a hard disk before removing power from the computer. **138**
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home application software, 96, 111
Home button, Command bar, IE 32
Home design/landscaping software: Application software that assists users with the design, remodeling, or improvement of a home, deck, or landscape. 111, **115**
Home page: First page that a Web site displays. **50**, **IE 10**
Home user: User who spends time on a computer at home. **20, 21**
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horizontal ruler, **WD 82**
Hot spots: Public locations, such as airports, hotels, schools, and coffee shops, that provide Wi-Fi Internet connections to users with mobile computers or devices. **46**
HowStuffWorks Web site, 90
HTML (Hypertext Markup Language), **IE 9**
HTTP (Hypertext Transfer Protocol), **IE 8**
HTTPS (HTTP secure), IE 8
Hubble Space Telescope, 59
Hyperlink: Built-in connection to another related Web page or part of a Web page. *See also* **link**. **52**, **IE 5**
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Hypertext Markup Language (HTML), **IE 9**
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I

Icon: Small image displayed on a computer screen that represents a program, a document, or some other object. **98**
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IE. *See* Internet Explorer (IE)
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illustration software, 109
Image editing software: Application software that provides the capabilities of paint software and also includes the capability to enhance and modify existing images and pictures. **109**
Image viewer: Utility program that allows users to display, copy, and print the contents of a graphics file. **151**
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Information: Processed data that conveys meaning and is useful to people. **4**
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information literacy, 79
Information privacy: Right of individuals and companies to deny or restrict the collection and use of information about them. **202**
Information processing cycle: Series of input, process, output, and storage activities performed by a computer. **4**
Information theft: Computer security risk that occurs when someone steals personal or confidential information. **195**
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Input device: Any hardware component that allows users to enter data and instructions into a computer. **4**
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installed services, adding Web sites to list of, WD 122
Installing: Process of setting up software to work with the computer, printer, and other hardware components. **12**–13
Instant message: Real-time Internet communication where you exchange messages with other connected users. **17**
Instant messaging (IM): Real-time Internet communications service that notifies a user when one or more people are online and then allows the user to exchange messages or files or join a private chat room with those people. 10, **66**, 67, 118, 170–171
Intellectual property rights: Rights to which creators are entitled for their work. **201**
Internet: Worldwide collection of networks that connects millions of businesses, government agencies, educational institutions, and individuals. **8**, **44**, **IE 3**, IE 4
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Internet backbone: Major carriers of network traffic on the Internet. **47**, **IE 4**
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Internet Protocol (IP) address, IE 8
Internet Public Library, 90
Internet-enabled: Technology that allows mobile devices to connect to the Internet wirelessly. **16**
Intrusion detection software: Program that automatically analyzes all network traffic, assesses system vulnerabilities, identifies any unauthorized intrusions, and notifies network administrators of suspicious behavior patterns or system breaches. **189**
IP address: A number that uniquely identifies each computer or device connected to the Internet. *See also* **Internet Protocol address**. **48**, **IE 8**
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iPods, 38, 41
ISP (Internet service provider): Regional or national Internet access provider. **46**
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J

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L

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Laptop computer: Portable, personal computer often designed to fit on your lap. *See also* **notebook computer**. **16**
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Legal software: Application software that assists in the preparation of legal documents and provides legal information to individuals, families, and small businesses. **113**
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and folder names, OFF 22
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License agreement: An agreement issued by a software manufacturer that gives the user the right to use the software. **194**
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Link: Built-in connection to another related Web page or part of a Web page. Short for hyperlink. **52**, **IE 5**
Help, OFF 70
Internet Explorer home page, IE 13
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Linux: Popular, multitasking UNIX-type operating system. **148**, 159
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Excel, **AC 38**
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M

Mac OS X: Multitasking operating system that is the latest version of the Macintosh operating system. **147**
Macintosh operating system: Operating system for Apple's Macintosh computer. **147**
magnifying. *See* zooming
mailing labels, printing, WD 189–190
Mailing list: Group of e-mail names and addresses given a single name. Also called an e-mail list or a distribution list. **66**
main dictionary, WD 120
Mainframe: Large, expensive, powerful computer that can handle hundreds or thousands of connected users simultaneously, storing tremendous amounts of data, instructions, and information. 15, **19**

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Malware: Short for malicious software; programs that act without a user's knowledge and deliberately alter a computer's operations. **98**, **184**
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Media player: Program that allows you to view images and animation, listen to audio, and watch video files on your computer. **156**
Media sharing Web site: Specific type of online social network that enables members to share media such as photos, music, and videos. **57**, 83, 134, 178–179
medicine
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Memory: Electronic components in a computer that store instructions waiting to be executed and data needed by those instructions. **6**
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Memory management: Operating system activity that optimizes the use of random access memory (RAM). **141**
Menu: Item on the computer screen that contains a list of commands from which a user can make selections. **98**, **OFF 10**
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message (business letter), **WD 167**
Message board: Popular Web-based type of discussion group that does not require a newsreader. **69**, 118
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Microblog: Blog that allows users to publish short messages, usually between 100 and 200 characters, for others to read. **10**, **56**
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Mobile computer: Personal computer that a user can carry from place to place. 15, **16**
Mobile device: Computing device small enough for a user to hold in his or her hand. 15, **16**
Mobile users: Users who work on a computer while away from a main office, home office, or school. **22–23**
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MP3: Format that reduces an audio file to about one-tenth of its original size, while preserving much of the original quality of the sound. **60**
MP4: Current version of a popular video compression standard. **61**
MSN Money Web site, 86
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Multimedia: Any application that combines text with graphics, animation, audio, video, and/or virtual reality. **58**
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Multimedia authoring software: Software that allows users to combine text, graphics, audio, video, and animation in an interactive application and that often is used for computer-based training and Web-based presentations. **110**
multiplication operator (*), EX 75, EX 76
Multiprocessing: In reference to operating systems, supports two or more processors running programs at the same time. **141**
Multiuser: In reference to operating systems, enables two or more users to run programs simultaneously. **141**
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Net: Worldwide collection of networks that links millions of businesses, government agencies, educational institutions, and individuals. *See also* **Internet**. **44**
Net Nanny, 207
Netbook: Type of notebook computer that is smaller, lighter, and often not as powerful as a traditional notebook computer. **16**, 224
Netiquette: Short for Internet etiquette, the code of acceptable behaviors users should follow while on the Internet. **69**
Network: Collection of computers and devices connected together, often wirelessly, via communications devices and transmission media, allowing computers to share resources. **8**, **IE 3**
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 controlling, 143–144
New Scientist Web site, 91
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Newsgroup: Online area in which users have written discussions about a particular subject. **68**, 118
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Note taking software: Application software that enables users to enter typed text, handwritten comments, drawings, or sketches anywhere on a page. **106**
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Notebook computer: Portable, personal computer often designed to fit on your lap. *See also* **laptop computer**. **16**
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Office theme, **PPT 5**, EX 22, EX 95
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one-to-many relationship, **AC 9**
Online: Describes the state of a computer when it is connected to a network. **8**
Online auction: E-commerce method that allows consumers to bid on an item being sold by someone else. **63**
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Online banking: Online connection to a bank's computer to access account balances, pay bills, and copy monthly transactions to a user's computer. **25**, **112**
Online Help: Electronic equivalent of a user manual that usually is integrated in a program. **119**
Online investing: Use of a computer to buy and sell stocks and bonds online, without using a broker. **25**
online mapping services, 117
online mapping services, 117
Online service provider (OSP): Company that provides internet access as well as many members-only features. **46**
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Online social network: Web site that encourages members in its online community to share their interests, ideas, stories, photos, music, and videos with other registered users. *See also* **Social networking Web site**. **10**, **57**
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Open source software: Software provided for use, modification, and redistribution. **97**
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Operating system: Set of programs that coordinates all the activities among computer hardware devices. **11, 97**
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Operating system (OS): Set of programs that work together to coordinate all the activities among computer hardware resources. **137**, **OFF 2**
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Output device: Any hardware component that conveys information to one or more people. **5**
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Packed software: Mass-produced, copyrighted retail software that meets the needs of a wide variety of users, not just a single user or company. **96**
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Paint software: Application software that allows users to draw pictures, shapes, and other graphical images with various onscreen tools. **109**
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Password: Private combination of characters associated with a user name that allows access to certain computer resources. **144**, **190**, **OFF 5**
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Paste Options button, WD 48, EX 82
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Payload: Destructive event or prank a malicious-logic program is intended to deliver. **184**
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PDA: Lightweight mobile device that provides personal information management functions such as a calendar, appointment book, address book, calculator, and notepad. *See also* **personal digital assistant**. **17**
PDF: Portable Document Format; a popular file format used by document management software to save converted documents. **107**
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Percent Style format, EX 103
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Performance monitor: Operating system program that assesses and reports information about various computer resources and devices. **143**
personal application software, 96, 111
Personal computer: Computer that can perform all of its input, processing, output, and storage activities by itself and contains a processor, memory, one or more input and output devices, and storage devices. **15**
vs. Apple in popularity, 15
Personal computer maintenance utility: Utility program that identifies and fixes operating system problems, detects and repairs disk problems, and includes the capability of improving a computer's performance. **157**
Personal DTP software: Application software that helps home and small office/home office users create newsletters, brochures, advertisements, postcards, greeting cards, letterhead, business cards, banners, calendars, logos, and Web pages. **113**
Personal finance software: Simplified accounting program that helps home users or small office/home office users manage finances. **112**
Personal firewall: Utility program that detects and protects a personal computer and its data from unauthorized intrusions. **153**, **189**
Personal identification number (PIN): Numeric password, either assigned by a company or selected by a user. **191**
Personal information manager (PIM): Application software that includes features to help users organize personal information. **106**
Personal paint/image editing software: Application software that provides an easy-to-use interface, usually with more simplified capabilities that allows users to draw pictures, shapes, and other images. **114**
Personal photo editing software: Application software that allows users to edit digital photos by removing red-eye, erasing blemishes, restoring aged photos, adding special effects, enhancing image quality, or creating electronic photo albums. 111, **114**
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Phanfare Web site, 83
Pharming: Scam, similar to phishing, where a perpetrator attempts to obtain your personal and financial information, except they do so via spoofing. **205**
Phishing: Scam in which a perpetrator sends an official looking e-mail that attempts to obtain your personal and financial information. 10, **156**, **205**
Phishing filter: Program that warns or blocks you from potentially fraudulent or suspicious Web sites. **156**, **205**
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smart. *See* smart phone
Photo management software: Application software that allows users to view, organize, sort, catalog, print, and share digital photos. **114**

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Picture message: Photo or other image, sometimes along with sound and text, sent to or from a smart phone or other mobile device. **17**, 118
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Piracy: Unauthorized and illegal duplication of copyrighted material. **193**, 201
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Play button, PPT 165
Player: Software used by a person to listen to an audio file on a computer. **60**
Plug and Play: Technology that gives a computer the capability to configure adapter cards and other peripherals automatically as a user installs them. **142**
Plug-in: Program that extends the capability of a browser; often used to enhance multimedia. *See also* **add-on**. **61**
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plus sign (+)
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Podcast: Recorded audio stored on a Web site that can be downloaded to a computer or a portable media player such as an iPod. **10**, **60**
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Pointer: Small symbol displayed on a computer screen whose location and shape changes as a user moves a pointing device. **98**
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Pop-up blocker: Filtering program that stops pop-up ads from displaying on Web pages. **156**
Portable media player: Mobile device on which you can store, organize, and play digital media. **17**, 20, 226–227
Portal: Web site that offers a variety of Internet serves from a single, convenient location. **55**
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Possessed object: Any item that a user must carry to gain access to a computer or computer facility. **191**
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power supply, uninterruptible (UPS), 196
Power user: User who requires the capabilities of a workstation or other powerful computer, typically working with multimedia applications and using industry-specific software. **23**
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Presentation software: Application software that allows a user to create visual aids for presentations to communicate ideas, messages, and other information to a group. **105**
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Print: Placing the copy of a document on paper or some other medium. **102**
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and online mapping services, 117
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Processor: Electronic component on a computer's motherboard that interprets and carries out the basic instructions that operate the computer. *See also* **microprocessor**. **6**, 220
Product activation: Process that attempts to prevent software piracy by requiring users to provide a software product's 25-character identification number in order to receive an installation identification number. **194**
Professional photo editing software: Type of image editing software that allows photographers, videographers, engineers, scientists, and other high-volume digital photo users to edit and customize digital photos. **109**
Program: Series of related instructions that tells a computer what task(s) to perform and how to perform them. *See also* **software**. **11**, **OFF 8**
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Programmer: Person who writes and modifies computer programs. *See also* **developer**. **13**
Project management software: Application software that allows a user to plan, schedule, track, and analyze the events, resources, and costs of a project. **106**
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Public-domain software: Free software that has been donated for public use and has no copyright restrictions. **97**
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Quarantine: Separate area of a hard disk that holds the infected file until a virus can be removed. **186**
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Queue: Lineup of multiple print jobs within a buffer. **142**
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Real time: Describes users and the people with whom they are conversing being online at the same time. **66**
Real time location system (RTLS): Safeguard used by some businesses to track and identify the location of high-risk or high-value items. **193**
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Reference software: Application software that provides valuable and thorough information for all individuals. 111, **115**
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Resources: Hardware, software, data, and information shared using a network. **8**
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Restore: To copy backed up files by copying them to their original location on the computer. **196**
Restore button, **IE 13**
Restore utility: Program that reverses the backup process and returns backed up files to their original form. **152**
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RIM (Research in Motion), 159
Rock and Roll Hall of Fame and Museum Web site, 80
Rootkit: Program that hides in a computer and allows someone from a remote location to take full control of the computer. **184**
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hiding, unhiding, EX 107, EX 111
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Royal Institute of Technology Web site, 85
RSS 2.0: Really Simple Syndication. Specification that content aggregators use to distribute content to subscribers. **58**
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RTF (rich text format) files, AC 113
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Satellite Internet service: Provides high-speed Internet connections via satellite to a satellite dish that communicates with a satellite modem. **46**
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Save: To transfer a document from a computer's memory to a storage medium. **102**
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save copy, **AC 61**
Save Picture dialog box, IE 38
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Web sites, 91
Science.gov Web site, 91
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described, **OFF 31–32**
Screen saver: Utility program that causes a display device's screen to show a moving image or blank screen if no mouse activity occurs for a specified time. **153**
ScreenTips, Enhanced, **OFF 15**
Script kiddie: Someone who accesses a computer or network illegal with the intent of destroying data, stealing information, or other malicious action but does not have the technical skills and knowledge. **182**
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Search bar, AC 127–128
search box
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Search engine: Program that finds Web sites, Web pages, images, videos, news, and other information related to a specific topic. **53**
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Search text: Word or phrase entered in a search engine's text box that describes the item you want to find. **54**
search tools, widely used (table), 53
Search utility: Program that attempts to locate a file on your computer based on criteria you specify. **151**
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for driving directions, addresses, telephone numbers, 76–77
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Secure site: Web site that uses encryption techniques to secure its data. **195**
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browser control of personal information, 52
computer risks, 182–183
computers and privacy, public safety, 7
Internet issues, IE 6–7
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Send to Back command, **PPT 146**, PPT 147
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Server: Computer that controls access to the hardware, software, and other resources on a net-work and provides a centralized storage area for programs, data, and information. *See also* **host computer**. 15, **19**
backing up files on offsite Internet, 214
Server operating system: Operating system that organizes and coordinates how multiple users access and share resources on a network. **143**, 145, 148–149
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Service pack: Free downloadable software updates provided by the software manufacturer to users who have registered and/or activated their software. **143**, **IE 7**
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Shared Collections, **PPT 26**
Shareware: Copyrighted software that is distributed at no cost for a trial period. **97**
sheet tab (Excel), **OFF 49**
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Shockwave Player, 61
Shopping cart: Element of an electronic storefront that allows a customer to collect purchases. **63**
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Sleep mode: Operating system function that saves any open documents and programs to RAM, turns off all unneeded functions, and then places the computer in a low-power state. **138**
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Slides tab, **PPT 24**
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Small office/home office (SOHO): Describes any company with fewer than 50 employees, as well as the self-employed who work from home. **22**
Smart phone: Internet-enabled telephone that usually also provides personal information management functions. **17**, 172–173
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and embedded operating systems, 149
SmartScreen filter, **IE 7**
Social engineering: Gaining unauthorized access or obtaining confidential information by taking advantage of the trusting human nature of some victims and the naivety of others. **205**
Social networking Web site: Web site that encourages members in its online community to share their interests, ideas, stories, photos, music, and videos with other registered users. *See also* **Online social network**. **10**, **57**, 61
Soft Edge Rectangle style, PPT 88–189
soft page breaks, **WD 101**
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Software: Series of related instructions that tells a computer what task(s) to perform and how to perform them. *See also* **program**. **11**
See also specific program or type
computer, 11–13
development, 13
for home, personal, educational use, 111–116
pirated, 194
product activation, 194
selecting for your computer, 218
updating automatically, 143
software firewall, **IE 7**
software forensics, 209
Software suite: Collection of individual programs available together as a unit. Business software suites typically include word processing, spreadsheet, e-mail, and presentation graphics software. **106**
Software theft: Computer security risk that occurs when someone (1) steals software media, (2) intentionally erases programs, (3) illegally copies a program, or (4) illegally registers and/or activates a program. **193**
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Spam: Unsolicited e-mail message or newsgroups posting sent to many recipients or newsgroups at once. **155**, **204**
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Spelling dialog box, PPT 180–182, EX 113
splitter bar, **PPT 24**
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Spoofing: Technique intruders use to make their network or Internet transmission appear legitimate to a victim computer or network. **188**
Spooling: Operating system process that sends documents to be printed to a buffer instead of sending them immediately to the printer. The buffer then holds the information waiting to print while the printer prints from the buffer at its own rate of speed. **141**
and printing, 141–142
sports Web sites, 89
Spreadsheet software: Application software that allows a user to organize data in rows and columns and to perform calculations on the data. **100, 103**
Spyware: Program placed on a computer without the user's knowledge that secretly collects information about the user. **155**, **204**, **IE 6**
Spyware remover: Program that detects and deletes spyware and similar programs on a user's computer. **155**
square brackets ([])
and field names, AC 117
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Stand-alone operating system: Complete operating system that works on a desktop computer, notebook computer, or mobile computing device and that also works in conjunction with a network operating system. 145, **146**
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STDEV function, AC 119
stock charts, EX 36–37
stock market Web sites, 86
Stop button, IE 20
Storage device: Hardware used to record (write and/or read) items to and from storage media. **6**
Storage media: The physical material on which a computer keeps data, instructions, and information. **6**
Streaming: Process of transferring data in a continuous and even flow. **60**
Subject directory: Search tool that classifies Web pages in an organized set of categories and subcategories. **53**, 55
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styles, **WD 37**, **WD 70**, **PPT 10**, **PPT 87**
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Quick Styles, applying, WD 166–167
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Subscribe: Process of a user adding his or her e-mail name and address to a mailing list. **66**
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Suggested Sites feature, IE 30
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Sum button menu, EX 87
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Supercomputer: Fastest, most powerful, and most expensive computer, capable of processing more than 135 trillion instructions in a single second. 15, **19**
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Surfing the Web: Activity of using links to explore the Web. **52**
Surge protector: Device that uses special electrical components to smooth out minor noise, provide a stable current flow, and keep an overvoltage from reaching the computer and other electronic equipment. **196**
S-video, **131**
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Symantec company profile, 209
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Symbol gallery, WD 158–159
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currency, AC 20
inserting, WD 158–159
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system date, entering, EX 159–160
System failure: Prolonged malfunction of a computer. **196**
System software: Programs that control or maintain the operations of a computer and its devices. **11**, **97**, **136**
System unit: Case that contains the electronic components of a computer that are used to process data. **6**

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in tables, WD 181
tab row, **IE 15**
tab stops, **WD 168**
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Tabbed browsing: Web browser feature where the top of the browser displays a tab (similar to a file folder tab) for each Web page you open. **52**
tabbed documents vs. overlapping windows, AC 58
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inserting rows in, WD 184
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resizing columns to fit content, WD 180–181
selecting items in, WD 181
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Tablet PC: Special type of notebook computer that you can interact with by touching the screen with your finger or a digital pen. **16**, 224, 225
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Tabs dialog box, WD 168
tag names, **WD 94**
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Tax preparation software: Application software that is used to guide individuals, families, or small businesses through the process of filing federal taxes. **113**
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Telecommuting: Work arrangement in which employees work away from a company's standard workplace and often communicate with the office through the computer. **24**
Telemedicine: Form of long-distance health care where health-care professionals in separate locations conduct live conferences on the computer. **26**
telephone numbers, searching Web for, 76–77
Telesurgery: Surgery in which a surgeon performs an operation on a patient who is not located in the same physical room as the surgeon. **26**
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text data type, **AC 9**
text effects, applying, WD 19
text files, exporting to, AC 113–114
text fills, applying WordArt, PPT 117
Text message: Short note, typically fewer than 300 characters, sent to or from a smart phone or other mobile device. **17**, 118
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Thumbnail: Small version of a larger graphic. **59**
tiling options, **PPT 95**
time
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Title bar: Horizontal space, located at the top of a window, that contains the window's name. **98**, **OFF 11, IE 13**
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Top-level domain (TLD): Identifies the type of organization associated with the domain. **48**
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Travel and mapping software: Application software that enables users to view maps, determine route directions, and locate points of interest. 111, **115**
travel Web sites, 84
Trek theme, EX 92, EX 95, EX 107
Trim Video, **PPT 164**
trimming video files, PPT 164–165
Trojan horse: Malicious-logic program named after the Greek myth that hides within or looks like a legitimate program. **154**, **184**
trusted source: Company or person a user believes will not send a virus-infected file knowingly. **185**
Turbo Tax Online, 57
two-digit years, EX 72
'Type words to search for' text box, obtaining Help, OFF 68–70

U

UBS hubs, 220
Ultra-Mobile PC (UMPC): Computer small enough to fit in one hand. *See also* **handheld computer**. **17**
Unauthorized access: Use of a computer or network without permission. **189**
Unauthorized use: Use of a computer or its data for unapproved or possibly illegal activities. **189**
Uncompress: To restore a compressed, or zipped, file to its original form. **156**
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underlining
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Uninstaller: Utility program that removes a program, as well as any associated entries in the system files. **151**
Uninterruptible power supply (UPS): Device that contains surge protection circuits and one or more batteries that can provide power during a temporary or permanent loss of power. **196**
unique identifiers, **AC 3**
UNIX: Multitasking operating system that now is available for most computers of all sizes. **147**
Unsubscribe: Process of a user removing his or her e-mail name and address from a mailing list. **66**
updates, definition, **IE 7**
updating
antivirus program, 186
bibliographical lists, WD 109–110
current computer date, WD 170–171
styles to match selections, WD 74
Windows, 164–165
Uploading: Process of transferring documents, graphics, and other objects from a computer to a server on the Internet. **68**
URL: Uniform Resource Locator. Unique address for a Web page. *See also* **Web address**. **51**
U.S. Dept. of Energy's Web site, PPT 2
U.S. Environmental Protection Agency (EPA) Web site, 85
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USB flash drives, 220
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saving files on, OFF 21–22, OFF 27–29, OFF 44
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User: Anyone who communicates with a computer or utilizes the information it generates. **7**
user accounts, 189–190, **OFF 5**
user icons, OFF 6
User ID: Unique combination of characters, such as letters of the alphabet and/or numbers, that identifies a specific user. *See also* **user name**. **144**
User interface: The portion of software that defines how a user interacts with a computer, including how the user enters data and instructions and how information is displayed on the screen. **138–139**
User name: Unique combination of characters, such as letters of the alphabet and/or numbers, that identifies a specific user. *See also* **user ID**. **65**, **144**, **190**, **OFF 5**
Utility: Type of system software that allows a user to perform maintenance-type tasks, usually related to managing a computer, its devices, or its programs. **150**
Utility program: Type of system software that allows a user to perform maintenance-type tasks usually related to managing a computer, its devices, or its programs. **12**, 98, 143

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Video: Images displayed in motion. **61**
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playing and displaying options, PPT 166
PowerPoint 2010 enhancements, PPT 138
recording, 40, 130
resizing, PPT 174
streaming devices, 39
trimming files, PPT 164–165
Video blog: A blog that contains video clips. **56**
video cards, 220
video conferencing, 118
Video editing software: Application software that allows a user to modify a segment of video, called a clip. **110**, 132–133

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Video message: Short video clip, usually about 30 seconds, sent to or from a smart phone or other mobile device. **17**, 118
Video phone: Phone that can send video messages. **17**
video projectors, 225
viewing
custom dictionary entries, WD 120
database tables in Design view, AC 21–22
one page, WD 40–41
parameter queries, AC 87–88
query results, AC 45
views
See also specific view
Access, AC 15
changing, PPT 153–154
changing worksheet, EX 196–198
PowerPoint, PPT 24–25
query, AC 45
report, AC 53
Virtual memory: A portion of a storage medium, usually the hard disk, that the operating system allocates to function as additional RAM. **141**
Virtual reality (VR): Computers used to simulate a real or imagined environment that appears as a three dimensional (3-D) space. **61**
Virus: Potentially damaging computer program that affects, or infects, a computer negatively by altering the way the computer works without the user's knowledge or permission. **154**, **184, WD 131**
and e-mail, 65
on the Internet, 98
preventing, 185–187
signs of infection (fig.), 154
spreading through e-mail, 185
Virus definition: Known specific pattern of virus code. *See also* **virus signature**. **186**
Virus hoax: E-mail message that warns users of a nonexistent virus or other malware. **187**
Virus signature: Known specific pattern of virus code. *See also* **virus definition**. **186**
VisiCalc, 121
Vlog: Short for video blog. **56**
Vlogosphere: All vlogs worldwide. **56**
voice communications, digital, 172–173
VoIP: Voice over IP, or Internet Protocol; technology that allows users to speak to other users over the Internet (instead of the public switched telephone network). **68**, 118, 172–173

W

WAP (wireless access point), 197
War driving: Intrusion technique in which an individual attempts to detect wireless networks via their notebook computer or mobile device while driving a vehicle through areas they suspect have a wireless network. **197**
Warm boot: Process of using the operating system to restart a computer. **138**
Warnock, John, 121
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Web: Worldwide collection of electronic documents called Web pages, the Web is one of the more popular services on the Internet. *See also* **World Wide Web**. **10**, **49, IE 5**
browsing the, 79–94, IE 15–26
Excel support, OFF 46
multimedia on the, 58
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Web 2.0: Term used to refer to Web sites that provide a means for users to share personal information, allow users to modify Web site content, and have application software built into the site for visitors to use. **10**, 59
Web 3.0, 49
Web address: Unique address for a Web page. *See also* **URL (Uniform Resource Locator)**. **51**, **IE 7**–9
browsing the Web using, IE 16
copying and pasting, IE 39
Web app: Web site that allows users to access and interact with software from any computer or device that is connected to the Internet. *See also* **Web application**. **57**, **116**
Web application: Web site that allows users to access and interact with software from any computer or device that is connected to the Internet. *See also* **Web app**. **10**, **57**, **96**
and cookies, 203
popular (fig.), 117
Web Apps, **APP 8**, APP 12
Web browser: Application software that allows users to access and view Web pages. *See also* **browser**. **49**, 118, **IE 10**
how they display home page, 50
Web cam Web sites, 80
Web cams, 220
Web Collections, **PPT 26**
Web conferencing, personal and business perspective, 176–177
Web filtering software: Program that restricts access to certain material on the Web. **156**, **207**
Web page: Electronic document on the Web, which can contain text, graphics, audio, and video and often has built-in connections to other documents, graphics, Web pages, or Web sites. **10**, **49**, **IE 5**
accuracy of, 200
adding to Favorites Center, IE 30–31
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removing from Favorites Center, IE 34–35
saving, IE 36–37
saving pictures on, IE 37–38
stopping transfer of, IE 20
Suggested Sites feature, IE 30
and Web publishing, 62
Web page authoring software: Software used to create Web pages that include graphical images, video, audio, animation, and other special effects with interactive content. **110**, IE 10
Web publishing: Development and maintenance of Web pages. **62**
Web server: Computer that delivers requested Web pages to a computer. **49**, **IE 5**

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Web site: Document on the Web that contains text, graphics, animation, audio, and video. **10**, **49**, **IE 5**
Web site: Collection of related Web pages and associated items, such as documents and pictures, stored on a Web server. **10, 49**, **IE 5**
Web-based training (WBT): Computer-based training that uses Internet technology and consists of application software on the Web. **119**
weight, **PPT 118**
Welcome screen, **OFF 5–6**
what-if analysis
 generally, EX 199–200
 goal seeking, EX 200–202
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Wi-Fi: Network that uses radio signals to provide Internet connections to wireless computers and devices. **45**
Wi-Fi Protected Access (WPA): Security standard that improves on older security standards by authenticating network users and providing more advanced encryption techniques. **197**
Wii, 18, 41
Wiki: Collaborative Web site that allows users to create, add to, modify, or delete the Web site content via their Web browser. **56, 174–175**
Wikipedia, 56
wildcards, **AC 83**
Window: Rectangular area of a computer screen that displays data or information. **98, OFF 11**
 Access, AC 15
 active and inactive, **IE 40**
 Excel, OFF 49–50
 folder, OFF 24–25
 Internet Explorer (IE), IE 12–14
 maximizing, **OFF 12**
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Windows 7: Microsoft's fastest, most efficient operating system to date, offering quicker program start up, built-in diagnostics, automatic recovery, improved security, enhanced searching and organizing capabilities, and an easy-to-use interface. **146**
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 starting, logging on, OFF 5–7
 Windows Help and Support, **OFF 73–74**
Windows 7 Aero, OFF 2–3
Windows 7 Basic, OFF 2–3
Windows Aero: Windows interface used by computers with more than 1 GB of RAM. **139**
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Windows desktop, OFF 7
Windows Embedded CE, 149
Windows Explorer
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Windows Live SkyDrive
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Windows Media Player, 61, 140
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Windows ReadyBoost: Windows feature that can allocate available storage space on removable flash memory devices as additional cache. **141**
Windows waveform (.wav), **PPT 168**
wireless
 connections for notebooks, 224
 fixed, **45**
 modems, 46
wireless access point (WAP), 197, 220
wireless chumby, 42
Wireless Internet service provider: Type of Internet service provider that provides wireless Internet access to computers and mobile devices, such as smart phones and PDAs, with built-in wireless capability or to computers with wireless modems or wireless access devices. **46**
wireless security, 197
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 Help, OFF 66, OFF 68–72, WD 35
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 Word. *See* Word
Word processing software: One of the more widely used types of application software; allows a user to create and manipulate documents containing mostly text and sometimes graphics. Sometimes called a word processor. **101**
Word window, components of, OFF 12–16
WordArt, **PPT 113**
 applying text fill, PPT 117
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Worksheet: Rows and columns used to organize data in a spreadsheet. **103**, **OFF 45**, **EX 7**
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World Wide Web (WWW): Worldwide collection of electronic documents. *See also* **Web**. **49**, **IE 5**
Worm Program that copies itself repeatedly, using up system resources and possibly shutting down the system. **154**, **184**
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Y

Yellowstone National Park Web page, IE 41
yoga, PPT 74
YouTube, 61, 83, 134

Z

Zipped files: Type of compressed files that usually have a .zip extension. **156,** 126–127
Zombie: Compromised computer whose owner is unaware the computer is being controlled remotely by an outsider. **187**
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Quick Reference Summary

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Table 1: Microsoft Word 2010 Quick Reference Summary

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
All Caps	WD 81		Change Case button (Home tab | Font group), UPPERCASE		CTRL+SHIFT+A
AutoCorrect Entry, Create	WD 86		Options (File tab), Proofing (Word Options dialog box)		
AutoCorrect Options button, Use	WD 85	Point to AutoCorrect Options button in flagged word			
Bibliographical List, Create	WD 108		Bibliography button (References tab | Citations & Bibliography group)		
Bibliography Style, Change	WD 89		Bibliography Style box arrow (References tab | Citations & Bibliography group)		
Bold	WD 28	Bold button on Mini toolbar	Bold button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+B
Border Paragraph	WD 160		Border button arrow (Home tab | Paragraph group)		
Building Block, Create	WD 171		Quick Parts button (Insert tab | Text group)		ALT+F3
Building Block, Insert	WD 174		Quick Parts button (Insert tab | Text group		F3
Building Block, Modify	WD 173		Quick Parts button (Insert tab | Text group), right-click building block, Edit Properties		
Bullets, Apply	WD 22		Bullets button (Home tab | Paragraph group)	Bullets	* (ASTERISK), SPACEBAR
Center	WD 14	Center button on Mini toolbar	Center button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+E
Change Case	WD 18		Change Case button (Home tab | Font group)	Font, Font tab (Font dialog box)	SHIFT+F3
Change Spacing before or after Paragraph	WD 43		Spacing Before or Spacing After box arrow (Page Layout tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Citation Placeholder, Insert	WD 94		Insert Citation button (References tab | Citations & Bibliography group), Add New Placeholder		
Citation, Edit	WD 91	Click citation, Citations Options box arrow, Edit Citation			
Citation, Insert	WD 90		Insert Citation button (References tab | Citations & Bibliography group), Add New Source		
Clear Formatting	WD 161		Clear Formatting button (Home tab | Font group)		CTRL+SPACEBAR, CTRL+Q
Click and Type	WD 80	Position mouse pointer until desired icon appears, then double-click			
Clip Art, Insert	WD 148		Clip Art button (Insert tab | Illustrations group)		
Color Text	WD 25	Font Color button arrow on Mini toolbar	Font Color button arrow (Home tab | Font group)		
Copy	WD 113		Copy button (Home tab | Clipboard group)	Copy	CTRL+C
Count Words	WD 101	Word Count indicator on status bar	Word Count button (Review tab | Proofing group)		CTRL+SHIFT+G
Custom Dictionary, Set Default, View or Modify Entries	WD 120		Options (File tab), Proofing (Word Options dialog box), Custom Dictionaries button		
Date, Insert Current	WD 170		Insert Date and Time button (Insert tab | Text group)		
Document Properties, Change	WD 49		Properties button (File tab | Info tab)		
Document Properties, Print	WD 123		File tab | Print tab, first button in Settings area		
Double-Space	WD 73		Line and Paragraph Spacing button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box), Line spacing box arrow, 2.0	CTRL+2
Double-Underline	WD 81		Underline button arrow (Home tab | Font group)	Font, Font tab (Font dialog box), Underline style box arrow	CTRL+SHIFT+D
Envelope, Address and Print	WD 189		Create Envelopes button (Mailings tab | Create group), Envelopes tab (Envelopes and Labels dialog box)		
Field, Convert to Regular text	WD 110				Click field, CTRL+SHIFT+F9
Find Text	WD 115	Select Browse Object button on vertical scroll bar, Find button	Find button (Home tab | Editing group)		CTRL+F
Font Size, Change	WD 16	Font Size box arrow on Mini toolbar	Font Size box arrow (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+D
Font Size, Decrease	WD 81	Shrink Font button on Mini toolbar	Shrink Font button (Home tab | Font group)		CTRL+SHIFT+<

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Font Size, Decrease 1 point	WD 81				CTRL+[
Font Size, Increase	WD 146	Grow Font button on Mini toolbar	Grow Font button (Home tab | Font group)		CTRL+SHIFT+>
Font Size, Increase 1 point	WD 81				CTRL+]
Font, Change	WD 17	Font box arrow on Mini toolbar	Font box arrow (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+D
Footnote, Insert	WD 93		Insert Footnote button (References tab | Footnotes group)		
Formatting Marks	WD 7		Show/Hide ¶ button (Home tab | Paragraph group)		CTRL+SHIFT+*
Go to a Page	WD 117	'Browse the pages in your document' tab in Navigation Pane	Find button arrow (Home tab | Editing group)		CTRL+G
Graphic, Adjust Brightness and Contrast	WD 153		Corrections button (Picture Tools Format tab | Adjust group)	Format Picture, Picture Corrections button (Format Picture dialog box)	
Graphic, Change Border Color	WD 154		Picture Border button arrow (Picture Tools Format tab | Picture Styles group)		
Graphic, Change Color	WD 151		Color button (Picture Tools Format tab | Adjust group)	Format Picture, Picture Color button (Format Picture dialog box)	
Graphic, Flip	WD 157		Rotate button (Picture Tools Format tab | Arrange group)		
Graphic, Move	WD 155	Drag graphic			
Graphic, Resize	WD 34	Drag sizing handle	Shape Height and Shape Width text boxes (Picture Tools Format tab | Size group)	Size and Position, Size tab (Layout dialog box)	
Graphic, Set Transparent Color	WD 152		Color button (Picture Tools Format tab | Adjust group)		
Hanging Indent, Create	WD 81	Drag Hanging Indent marker on ruler	Paragraph Dialog Box Launcher (Home tab or Page Layout tab | Paragraph group), Indents and Spacing tab (Paragraph dialog box)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+T
Hanging Indent, Remove	WD 81, 109	Drag Hanging Indent marker on ruler	Paragraph Dialog Box Launcher (Home tab or Page Layout tab | Paragraph group), Indents and Spacing tab (Paragraph dialog box)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+SHIFT+T
Header and Footer, Close	WD 78	Double-click dimmed document text	Close Header and Footer button (Header & Footer Tools Design tab | Close group)		
Header, Switch to	WD 75	Double-click dimmed header	Header button (Insert tab | Header & Footer group)		
Hyperlink, Convert to Regular Text	WD 163	Undo Hyperlink (AutoCorrect Options menu)	Hyperlink button (Insert tab | Links group)	Remove Hyperlink	
Indent, Decrease	WD 81	Drag First Line Indent marker on ruler	Decrease Indent button (Home tab | Paragraph group) or Paragraph Dialog Box Launcher (Home tab | Paragraph group), Indents and Spacing tab (Paragraph dialog box)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+SHIFT+M

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Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Indent, First-Line	WD 83	Drag First Line Indent marker on ruler	Paragraph Dialog Box Launcher (Home tab or Page Layout tab | Paragraph group), Indents and Spacing tab (Paragraph dialog box)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	TAB
Indent, Increase	WD 81		Increase Indent button (Home tab | Paragraph group)		CTRL+M
Insertion Point, Move Down/Up One Line	WD 11				DOWN ARROW/ UP ARROW
Insertion Point, Move Down/Up One Paragraph	WD 11				CTRL+DOWN ARROW/ CTRL+UP ARROW
Insertion Point, Move Down/Up One Screen	WD 11				PAGE DOWN/ PAGE UP
Insertion Point, Move Left/ Right One Character	WD 11				LEFT ARROW/ RIGHT ARROW
Insertion Point, Move Left/ Right One Word	WD 11				CTRL+LEFT ARROW/ CTRL+RIGHT ARROW
Insertion Point, Move to Beginning/End of Document	WD 11				CTRL+HOME/ CTRL+END
Insertion Point, Move to Beginning/End of Line	WD 11				HOME/ END
Insertion Point, Move to Bottom of Document Window	WD 11				ALT+CTRL+PAGE DOWN/ ALT+CTRL+PAGE UP
Italicize	WD 24	Italic button on Mini toolbar	Italic button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+I
Justify Paragraph	WD 81		Justify button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+J
Left-Align Paragraph	WD 81		Align Text Left button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+L
Line Spacing, Change	WD 73		Line and Paragraph Spacing button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+[number of desired line spacing, i.e., 2 for double-spacing]
Mailing Label, Print	WD 190		Create Labels button (Mailings tab | Create group)		
Margin Settings, Change	WD 141	Drag margin boundary on ruler	Margins button (Page Layout tab | Page Setup group)		
Move Text	WD 47	Drag and drop selected text	Cut button (Home tab | Clipboard group); Paste button (Home tab | Clipboard group)	Cut; Paste	CTRL+X; CTRL+V
New File, Create from Existing	WD 165		'New from existing' button (File tab | New tab)		

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Nonbreaking Space, Insert	WD 175		Symbol button (Insert tab | Symbols group), More Symbols, Special Characters tab (Symbol dialog box)		CTRL+SHIFT+ SPACEBAR
Normal Style, Apply	WD 106		Normal in Quick Style gallery (Home tab | Styles group)		CTRL+SHIFT+S
Normal Style, Modify	WD 71		Styles Dialog Box Launcher (Home tab | Styles group), style box arrow, Modify	Right-click style (Home tab | Styles group), Modify	
Open a Document	WD 45		Open (File tab)		CTRL+O
Page Border, Add	WD 41		Page Borders button (Page Layout tab | Page Background group)		
Page Break, Insert	WD 106		Page Break button (Insert tab | Pages group)		CTRL+ENTER
Page Number, Insert	WD 77		Insert Page Number button (Header & Footer Tools Design tab | Header & Footer group)		
Paste	WD 113		Paste button (Home tab | Clipboard group)	Paste	CTRL+V
Paste Options	WD 156		Paste button arrow (Home tab | Clipboard group)		
Paste Options Menu, Display	WD 114	Paste Options button by moved/copied text			
Picture Style, Apply	WD 37		More button in Picture Styles gallery (Picture Tools Format tab | Picture Styles group)		
Picture Effects, Apply	WD 38		Picture Effects button (Picture Tools Format tab | Picture Styles group)	Format Picture	
Picture, Insert	WD 31		Insert Picture from File button (Insert tab | Illustrations group)		
Preview a Document	WD 124		File tab | Print tab, Next Page and Previous Page buttons		CTRL+P, ENTER
Print Document	WD 51		Print button (File tab | Print tab)		CTRL+P
Quick Style, Apply	WD 166		[style name] in Quick Style gallery (Home tab | Styles group)		CTRL+SHIFT+S, Style Name box arrow
Quit Word	WD 44	Close button on title bar	Exit (File tab)		ALT+F4
Redo	WD 23	Redo button on Quick Access Toolbar			CTRL+Y
Remove Character Formatting	WD 81				CTRL+SPACEBAR
Remove Paragraph Formatting	WD 81				CTRL+Q
Remove Space after Paragraph	WD 74		Line and Paragraph Spacing button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Replace Text	WD 116	Select Browse Object button on vertical scroll bar, Find button, Replace tab (Find and Replace dialog box)	Replace button (Home tab | Editing group)		CTRL+H
Research Task Pane, Look Up Information	WD 120	ALT+click desired word	Research button (Review tab | Proofing group)		
Right-Align	WD 76		Align Text Right button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+R
Rulers, Display	WD 82	View Ruler button on vertical scroll bar	View Ruler check box (View tab | Show group)		
Save New Document	WD 12	Save button on Quick Access Toolbar	Save or Save As (File tab)		CTRL+S
Save Document, Same File Name	WD 30	Save button on Quick Access toolbar	Save (File tab)		CTRL+S
Scroll, Page by Page	WD 112	Previous Page/Next Page button on vertical scroll bar			CTRL+PAGE UP or CTRL+PAGE DOWN
Scroll, Up/Down One Line	WD 11	Click scroll arrow at top/bottom of vertical scroll bar			UP ARROW/DOWN ARROW
Scroll, Up/Down One Screen	WD 11	Click above/below scroll box on vertical scroll bar			PAGE UP/PAGE DOWN
Select Block of Text	WD 30	Click beginning, SHIFT-click end			
Select Character(s)	WD 30	Drag through characters			SHIFT+RIGHT ARROW or SHIFT+LEFT ARROW
Select Entire Document	WD 30	In left margin, triple-click	Select button arrow (Home tab | Editing group)		CTRL+A
Select Graphic	WD 30	Click graphic			
Select Group of Words	WD 27	Drag mouse pointer through words			CTRL+SHIFT+RIGHT ARROW
Select Line	WD 15	Click in left margin			SHIFT+DOWN ARROW
Select Multiple Lines	WD 21	Drag mouse pointer in left margin			SHIFT+DOWN ARROW
Select Nonadjacent Items	WD 15	Select first item, hold down CTRL key while selecting additional item(s)			
Select Paragraph	WD 30	Triple-click paragraph			CTRL+SHIFT+DOWN ARROW or CTRL+ SHIFT+UP ARROW
Select Sentence	WD 30	CTRL-click			
Select Word	WD 30	Double-click word			CTRL+SHIFT+RIGHT ARROW or CTRL+ SHIFT+LEFT ARROW
Shade Paragraph	WD 20		Shading button arrow (Home tab | Paragraph group)		
Shape, Add Text	WD 145			Add Text	

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Shape, Apply Style	WD 144		More button in Shape Styles gallery (Drawing Tools Format tab | Shape Styles group)	Format Shape, Color button in left pane (Format Shape dialog box)	
Shape, Insert	WD 142		Shapes button (Insert tab | Illustrations group)		
Single-Space Lines	WD 81		Line and Paragraph Spacing button (Home tab | Paragraph group)	Paragraph, Indents and Spacing tab (Paragraph dialog box)	CTRL+1
Small Caps	WD 81		Font Dialog Box Launcher (Home Tab | Font group), Font tab (Font dialog box)		CTRL+SHIFT+K
Source, Edit	WD 97		Click citation, Citation Options box arrow, Edit Source		
Source, Modify	WD 109		Manage Sources button (References tab | Citations & Bibliography group), Edit button		
Spelling and Grammar, Check at Once	WD 118	Spelling and Grammar check icon on status bar, Spelling	Spelling & Grammar button (Review tab | Proofing group)	Spelling	F7
Spelling, Check as You Type	WD 9	Click word, Spelling and Grammar Check icon on status bar		Right-click error, click correct word on shortcut menu	
Style, Update to Match Selection	WD 74		Right-click style in Quick Style gallery (Home tab | Styles group)	Styles	
Subscript	WD 81		Subscript button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+EQUAL SIGN
Superscript	WD 81		Superscript button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+SHIFT+PLUS SIGN
Symbol, Insert	WD 158		Insert Symbol button (Insert tab | Symbols group)		
Synonym, Find and Insert	WD 118		Thesaurus (Review tab | Proofing group)	Right-click word, click desired synonym on Synonym submenu	SHIFT+F7
Tab Stops, Set Custom	WD 169	Click desired tab stop on ruler	Paragraph Dialog Box Launcher (Home tab or Page Layout tab | Paragraph group), Tabs button (Paragraph dialog box)		
Table Columns, Resize to Fit Table Contents	WD 180	Double-click column boundary	AutoFit button (Table Tools Layout tab | Cell Size group)	AutoFit	
Table, Align Data in Cells	WD 182		Align [location] button (Table Tools Layout tab | Alignment group)		
Table, Apply Style	WD 179		More button in Table Styles gallery (Table Tools Design tab | Table Styles group)		
Table, Center	WD 183	Select table, Center button on Mini toolbar	Select table, Center button (Home tab | Font group)		
Table, Delete Cell Contents	WD 185		Cut button (Home tab | Clipboard group)		Select cell contents, DELETE or CTRL+X

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Table 1: Microsoft Word 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Table, Delete Entire	WD 185		Delete button (Table Tools Layout tab | Rows & Columns group)		
Table, Delete Row or Column	WD 185		Delete button (Table Tools Layout tab | Rows & Columns group)	Select row/column, Delete Rows or Delete Columns	
Table, Insert	WD 176		Table button (Insert tab | Tables group)		
Table, Insert Column	WD 185		Insert Columns to the Left/Right button (Table Tools Layout tab | Rows & Columns group)	Insert	
Table, Insert Row	WD 184		Insert Rows Above/Below button (Table Tools Layout Tab | Rows & Columns group)	Insert	
Table, Merge Cells	WD 185		Merge Cells button (Table Tools Layout tab | Merge group)	Merge Cells	
Table, Select Cell	WD 181	Click left edge of cell	Select button (Table Tools Layout tab | Table group)		
Table, Select Column	WD 181	Click top border of column	Select button (Table Tools Layout tab | Table group)		
Table, Select Entire	WD 181	Click table move handle	Select button (Table Tools Layout tab | Table group)		
Table, Select Multiple Cells, Rows, or Columns, Adjacent	WD 181	Drag through cells, rows, or columns			
Table, Select Next Cell	WD 181				TAB
Table, Select Previous Cell	WD 181				SHIFT+TAB
Table, Select Row	WD 181	Click to left of row	Select button (Table Tools Layout tab | Table Group)		
Table, Split Cells	WD 186		Split Cells button (Table Tools Layout tab | Merge group)	Split Cells	
Text Effect, Apply	WD 19		Text Effects button (Home tab | Font group)		
Text Wrapping, Change	WD 148		Wrap Text button (Drawing Tools format tab | Arrange group)	Wrap Text	
Theme Colors, Change	WD 28		Change Styles button (Home tab | Styles group)		
Underline	WD 27	Underline button on Mini toolbar	Underline button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+U
Underline Words, Not Spaces	WD 81		Font Dialog Box Launcher (Home tab | Font group), Font tab (Font dialog box), Underline style box arrow		CTRL+SHIFT+W
Undo	WD 23	Undo button on Quick Access Toolbar			CTRL+Z
Zoom Document	WD 33	Zoom Out or Zoom In button on status bar	Zoom button (View tab | Zoom group)		
Zoom One Page	WD 41		One Page button (View tab | Zoom group)		

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Table 2: Microsoft PowerPoint 2010 Quick Reference Summary

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Animated GIF (Movie), Insert	PPT 174		Picture button (Insert tab | Images group)		
Audio File, Insert	PPT 167		Insert Audio button (Insert tab | Media group)		
Audio Options, Add	PPT 170		Audio Tools Playback tab | Audio Options group		
Clip Art, Insert	PPT 27	Clip Art icon in slide	Clip Art button (Insert tab | Images group)		
Clip Art, Photo, or Shape, Move	PPT 36	Drag			ARROW KEYS move selected image in small increments
Clip Art, Regroup	PPT 162		Group button, Regroup command (Drawing Tools Format tab | Arrange group)	Group, Regroup	
Clip Art, Ungroup	PPT 157		Group button, Ungroup command (Picture Tools Format tab | Arrange group), click Yes to convert to Microsoft Office drawing, click Drawing Tools Format tab, Group button, Ungroup		
Clip Object, Recolor	PPT 158		Shape Fill button (Drawing Tools Format tab | Shape Styles group)	Format Shape, Color button (Format Shape dialog box)	
Copy	PPT 108, 155		Copy button (Home tab | Clipboard group)	Copy	CTRL+C
Document Properties, Change	PPT 46		Properties button (File tab | Info tab)		
Document Theme, Change Color	PPT 81		Colors button (Design tab | Themes group)		
Document Theme, Choose	PPT 5		More button (Design tab | Themes group)		
Font Size, Decrease	PPT 104	Decrease Font Size button or Font Size box arrow on Mini toolbar	Decrease Font Size button or Font Size box arrow (Home tab | Font group)		CTRL+SHIFT+<
Font Size, Increase	PPT 11	Increase Font Size button or Font Size box arrow on Mini toolbar	Increase Font Size button or Font Size box arrow (Home tab | Font group)		CTRL+SHIFT+>
Font, Change	PPT 102	Font box arrow on Mini toolbar	Font box arrow (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+SHIFT+F
Font, Change Color	PPT 13	Font Color button or Font Color button arrow on Mini toolbar	Font Color button or Font Color button arrow (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+SHIFT+F
Format Painter, Use	PPT 105	Format Painter button on Mini toolbar	Double-click Format Painter button (Home tab | Clipboard group), select text with format you want to copy, select text to apply previously selected format; press ESC to turn off Format Painter		

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Table 2: Microsoft PowerPoint 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Handout, Print	PPT 184		Print button (File tab | Print tab)		
List Level, Increase	PPT 17	Increase List Level button on Mini toolbar	Increase List Level button (Home tab | Paragraph group)		TAB or ALT+SHIFT+RIGHT ARROW
List Level, Decrease	PPT 18	Decrease List Level button on Mini toolbar	Decrease List Level button (Home tab | Paragraph group)		SHIFT+TAB or ALT+SHIFT+LEFT ARROW
Next Slide	PPT 25	Next Slide button on vertical scroll bar or next slide thumbnail on Slides tab			PAGE DOWN
Normal View	PPT 153	Normal button at lower-right PowerPoint window	Normal View button (View tab | Presentation Views group)		
Open Presentation	PPT 50		Open (File tab)		CTRL+O
Paste	PPT 109		Paste button (Home tab | Clipboard group)	Paste	CTRL+V
Photo, Insert	PPT 32, 83	Insert Picture from File icon on slide or Insert Clip Art icon on slide	Picture button or Clip Art button (Insert tab | Images group)		
Picture, Add an Artistic Effect	PPT 145		Artistic Effects button (Picture Tools Format tab | Adjust group)	Format Picture, Artistic Effects (Format Picture dialog box)	
Picture, Add Border	PPT 91		Picture border button (Picture Tools Format tab | Picture Styles group)		
Picture, Correct	PPT 87		Corrections button (Picture Tools Format tab | Adjust group)	Format Picture, Picture Corrections (Format Picture dialog box)	
Picture, Recolor	PPT 143		Color button (Picture Tools Format tab | Adjust group)	Format Picture, Picture Color (Format Picture dialog box)	
Picture Border, Change Color	PPT 92		Picture border button (Picture Tools Format tab | Picture Styles group)		
Picture Effects, Apply	PPT 89		Picture Effects button (Picture Tools Format tab | Picture Styles group)	Format Picture	
Picture Style, Apply	PPT 87		More button (Picture Tools Format tab | Picture Styles group)		
Placeholder, Delete	PPT 149				Select placeholder, DELETE
Placeholder, Move	PPT 148	Drag			
Placeholder, Resize	PPT 148	Drag sizing handles			
Previous Slide	PPT 26	Previous Slide button on vertical scroll bar or click previous slide thumbnail on Slides tab			PAGE UP

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Table 2: Microsoft PowerPoint 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Print a Presentation	PPT 51		Print button (File tab | Print tab)		CTRL+P
Quit PowerPoint	PPT 50	Close button on title bar	Exit (File tab)	Right-click Microsoft PowerPoint button on taskbar, click Close window	ALT+F4
Reading View	PPT 154	Reading View button at lower-right PowerPoint window	Reading View button (View tab | Presentation Views group)		
Resize	PPT 33, 93, 148	Drag sizing handles	Enter height and width values (Picture Tools Format tab | Size group or Drawing Tools Format tab | Size group)	Format Picture or Format Shape, Size tab; or enter height and width in Shape Height and Shape Width boxes	
Save a Presentation	PPT 14	Save button on Quick Access Toolbar	Save or Save As (File tab)		CTRL+S or F12
Shape, Apply Style	PPT 110		More button or Format Shape Dialog Box Launcher in Shapes Style gallery (Drawing Tools Format tab | Shape Styles group)	Format Shape	
Shape, Insert	PPT 106		Shapes button (Home tab | Drawing group); More button (Drawing Tools Format tab | Insert Shapes group)		
Slide, Add	PPT 14		New Slide button (Home tab | Slides group)		CTRL+M
Slide, Arrange	PPT 39	Drag slide in Slides tab or Outline tab to new position, or in Slide Sorter view drag to new position			
Slide, Delete	PPT 152			Delete Slide	DELETE
Slide, Duplicate	PPT 38		New Slide arrow (Home tab | Slides group), Duplicate Selected Slides		
Slide, Format Background	PPT 95		Background Styles button (Design tab | Background group)	Format Background	
Slide, Insert Picture as Background	PPT 97		Background Styles button (Design tab | Background group)	Format Background, Picture or Texture Fill, Insert from File (Format Background dialog box)	
Slide, Select Layout	PPT 21		Layout button or New Slide arrow (Home tab | Slides group)		

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Table 2: Microsoft PowerPoint 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Slide Number, Insert	PPT 182		Insert Slide Number button (Insert tab | Text group) or Header & Footer button (Insert tab | Text group), click Slide number check box		
Slide Show View	PPT 47	Slide Show button at lower-right PowerPoint window	Slide Show button (Slide Show tab | Start Slide Show group)		F5
Slide Show, End	PPT 49	Click black ending slide		End Show	ESC or HYPHEN
Slide Sorter View	PPT 153	Slide Sorter button at lower-right PowerPoint window	Slide Sorter button (View tab | Presentation Views group)		
Speaker Notes, Add	PPT 179	In Normal view, click Notes pane and type notes			
Speaker Notes, Print	PPT 187		File tab, Print tab, click Notes Pages (Print Layout area), click Print button		
Spelling, Check	PPT 181		Spelling button (Review tab | Proofing group)	Spelling (or click correct word on shortcut menu)	F7
Stacking Order, Change	PPT 146		Bring Forward or Send Backward button (Picture Tools Format tab | Arrange group)	Send to Back or Bring to Front	
Synonym, Find and Insert	PPT 178		Thesaurus button (Review tab | Proofing group)	Right-click word, click desired synonym on Synonym submenu	SHIFT+F7
Text, Add Shadow	PPT 103		Text Shadow button (Home tab | Font group)		
Text, Align Horizontally	PPT 150	Align Text buttons on Mini toolbar	Align Text buttons (Home tab | Paragraph group)	Paragraph, Alignment box (Paragraph dialog box)	CTRL+R (right), CTRL+L (left), CTRL+E (center)
Text, Bold	PPT 20	Bold button on Mini toolbar	Bold button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+B
Text, Change Color	PPT 13	Font Color button or Font Color button arrow on Mini toolbar	Font Color button or Font Color button arrow (Home tab | Font group)	Font, Font tab (Font dialog box)	
Text, Delete	PPT 41		Cut button (Home tab | Clipboard group)	Cut	DELETE or CTRL+X or BACKSPACE
Text, Find and Replace	PPT 176		Replace button (Home tab | Editing group)		CTRL+H
Text, Italicize	PPT 11	Italic button on Mini toolbar	Italic button (Home tab | Font group)	Font, Font tab (Font dialog box)	CTRL+I
Text, Select Paragraph	PPT 10	Triple-click paragraph			SHIFT+DOWN ARROW or SHIFT+UP ARROW
Text, Select Word	PPT 12	Double-click word			CTRL+SHIFT+RIGHT ARROW or CTRL+SHIFT+LEFT ARROW

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Table 2: Microsoft PowerPoint 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Transition, Add	PPT 43		Transitions tab | Transition to This Slide group		ALT+A , T
Transparency, Change	PPT 98		Background Styles button (Design tab | Background group), Format Background, move Transparency slider	Format Background, Transparency slider	
Video File, Insert	PPT 163		Insert Video button (Insert tab | Media group)		
Video File, Trim	PPT 165		Trim Video button (Video Tools Playback tab | Editing group), drag video start/end points or edit Start Time and End Time boxes		
Video Options	PPT 166		Video Tools Playback tab | Video Options group		
Video Style, Add	PPT 172		More button (Video Tools Format tab | Video Styles group)		
WordArt, Add Text Effects	PPT 115		Text Effects button (Drawing Tools Format tab | WordArt Styles group)		
WordArt, Insert	PPT 114		WordArt button (Insert tab | Text group)		
Zoom for Viewing Slides	PPT 156	Drag Zoom slider on status bar; click Zoom In or Zoom Out button on Zoom slider; change percentage in Zoom level box on left side of slider	Zoom button (View tab | Zoom group)		

Table 3: Microsoft Excel 2010 Quick Reference Summary

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Accounting Number Format, Apply	EX 100		Accounting Number Format button (Home tab | Number group)		
All data in a cell, Select	EX 51	Double-click if there are no spaces in data			
Auto Fill	EX 18	Drag fill handle	Auto Fill Options button (Home tab | Editing group)		
AutoCalculate	EX 48	Select range | right-click AutoCalculate area | click calculation			
Average Function	EX 84	Insert Function box in formula bar | AVERAGE in Select a function list | OK | range | OK	Sum button arrow (Home tab | Editing group) or Sum button arrow (Formulas tab | Function Library)		Type =av | press DOWN ARROW | ENTER

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Table 3: Microsoft Excel 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Background Color, Change	EX 96		Format Cells Dialog Box Launcher (Home tab | Font group) | Fill tab | click color | click OK	Format Cells on shortcut menu	CTRL+1
Best Fit	EX 107	Select columns | point to boundary until arrow is split double arrow | double-click			
Bold	EX 25	Bold button on Mini toolbar	Bold button (Home tab | Font group)	Format Cells on shortcut menu | Font tab | Bold	CTRL+B
Cell Entries, Clear Selected	EX 52	Drag fill handle from empty cell through cells with entries	Clear button (Home tab | Editing group) | Clear Contents	Clear Contents on shortcut menu	DELETE
Cell Reference, Add	EX 78	Click cell			
Cell Style, Change	EX 52		Cell Styles button (Home tab | Styles group)		
Cell, Highlight	EX 19	Drag mouse pointer			
Cell, Select	EX 34	Click cell or click Name box, type cell reference, press ENTER			Use arrow keys
Cells, Merge and Center	EX 28	Merge & Center button on Mini toolbar	Merge & Center button (Home tab | Alignment group)	Format Cells on shortcut menu | Alignment tab	
Characters to left of insertion point, Delete	EX 50				BACKSPACE
Characters to right of insertion point, Delete	EX 50				DELETE
Characters, Highlight	EX 51	Drag through adjacent characters			SHIFT+RIGHT ARROW or SHIFT+LEFT ARROW
Chart, Add	EX 38		Charts group | Insert tab		
Color Text	EX 27	Font Color button on Mini toolbar	Font Color button arrow (Home tab | Font group)		
Column Width	EX 33	Drag column heading boundary		Column Width on shortcut menu	
Comma Style Format, Apply	EX 100		Comma Style button (Home tab | Number group)		
Complete an Entry	EX 8	Click Enter box			Press ENTER
Conditional Formatting	EX 104		Conditional Formatting button (Home tab | Styles group)		
Copy Range of Cells	EX 80	Select range | drag fill handle |	Copy button (Home tab | Clipboard group) |	Copy on shortcut menu	CTRL+C
Currency Style Format, Apply	EX 100		Format Cells: Number Dialog Box Launcher (Home tab | Number group)		CTRL+1 OR CTRL+SHIFT+ DOLLAR SIGN ($)

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Table 3: Microsoft Excel 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Date, Format	EX 98		Format Cells: Number Dialog Box Launcher on Home tab	Format Cells on shortcut menu | Number tab (Format Cells dialog box)	
Document Properties, Change	EX 43		Properties button (File tab | Info tab)		
Document Properties, Print	EX 45		File tab | Print tab, first box arrow (Settings area)		
Document Properties, Set or View	EX 43		File | Info tab		
Entry, Complete	EX 8	Click Enter box			Press ENTER
Font Color	EX 27	Font Color box arrow on Mini toolbar	Font Color button arrow (Home tab | Font group)	Format Cells on shortcut menu | Font tab	
Font Size, Decrease	EX 26	Font Size box arrow on Mini toolbar	Decrease Font Size button (Home tab | Font group)	Format Cells on shortcut menu | Font tab	
Font Size, Increase	EX 26	Font Size box arrow on Mini toolbar	Increase Font Size button (Home tab | Font group)	Format Cells | Font Tab	
Font Type	EX 24	Font box arrow on Mini toolbar	Font box (Home tab | Font group)	Format Cells | Font tab	
Font, Change	EX 24	Font Size box arrow on Mini toolbar	Font box arrow (Home tab | Font group)	Format Cells | Font tab	
Formulas Version	EX 119				CTRL+ACCENT MARK (`)
Highlight Cells	EX 18	Drag mouse pointer			SHIFT+ARROW KEY
In-Cell Editing	EX 50	Double-click cell			F2
Insert and Overtype modes, Toggle between	EX 50				INSERT
Insertion point, Move	EX 8	Click			Use arrow keys
Insertion point, move to beginning of data in cell	EX 51	Point to left of first character and click			HOME
Insertion point, move to ending of data in cell	EX 51	Point to right of last character and click			END
Margins, Change	EX 114	Page Layout button on status bar | Page Layout tab | Margins button	Page Setup Dialog Box Launcher | Margins tab (Page Layout tab | Page Setup group)		
Max Function	EX 86	Insert Function box in formula bar | MAX in Select a function list | OK | range | OK	Sum button arrow (Home tab | Editing group) or Sum button arrow (Formulas tab | Sum group)		
Min Function	EX 87	Insert Function box in the formula bar | MIN in Select a function list | OK | range | OK	Sum button arrow (Home tab | Editing group) or Sum button arrow (Formulas tab | Sum group)		
New Line in Cell, Start	EX 71				ALT+ENTER

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Table 3: Microsoft Excel 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Numbers, Format	EX 31	Accounting Number Format, Percent Style, or Comma Style button on Mini toolbar	Cell Styles button (Home tab | Styles group) or Accounting Number Format, Percent Style, or Comma Style button (Home tab | Number group), or Format Cells: Number dialog box launcher | Accounting, or Percentage or Number Format list arrow | Accounting or Percentage		
Open a Workbook	EX 48		Open or Recent (File tab)		CTRL+O
Percent style format	EX 103		Percent Style button (Home tab | Number group)	Format Cells on shortcut menu | Number tab | Percentage (Format Cells dialog box)	CTRL+SHIFT+ percent sign (%)
Print Scaling Option	EX 120		Page Setup Dialog Box Launcher (Page Layout tab | Page Setup group)		
Print Section of Worksheet	EX 118		File | Print tab | Print Active Sheets or Print Area button (Page Layout tab | Page Setup group)		
Print Worksheet	EX 46		File tab | Print tab		CTRL+P
Quit Excel	EX 47	Close button on right side of title bar	Exit (File tab)		
Range Finder	EX 91	Double-click cell			
Range, Deselect	EX 18	Click outside range			
Range, Select	EX 28	Drag fill handle through range			
Redo	EX 51	Redo button on Quick Access Toolbar			CTRL+Y
Row Height	EX 110	Drag row heading boundary		Row Height on shortcut menu	
Save Workbook	EX 20	Save button on Quick Access Toolbar	Save (File tab | Save button)		CTRL+S
Save Workbook, New Name	EX 20	Save button on Quick Access Toolbar			
Save Workbook, Same Name	EX 20	Save button on Quick Access Toolbar	Save (File tab | Save button)		CTRL+S
Select Cell	EX 7	Click cell or click Name box, type cell reference, press ENTER			Use arrow keys
Select Entire Worksheet	EX 52	Click Select All button			CTRL+A
Select Nonadjacent Cells	EX 100	Select first cell, hold down CTRL key while selecting second cell			
Selected characters, Delete	EX 50		Cut button (Home tab | Clipboard group)		DELETE

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Table 3: Microsoft Excel 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Selected Chart, Delete	EX 53				DELETE
Sheet Name, Change	EX 42	Double-click type name		Rename on shortcut menu	
Spelling	EX 112		Spelling button (Review tab | Proofing group)		F7
Sum	EX 15	Click Insert Function button in formula bar | SUM in Select a function list | OK | range | OK	Sum button (Home tab | Editing group)		ALT+EQUAL SIGN (=) twice
Text, Delete after typing but before pressing the ENTER key	EX 8	Click Cancel box in formula bar			Press ESC
Text, Delete while typing	EX 8				Press BACKSPACE
Undo	EX 51	Undo button on Quick Access Toolbar			CTRL+Z
Workbook Theme, Change	EX 94		Themes button (Page Layout tab | Themes group)		
Worksheet Name, Change	EX 42	Double-click sheet tab, type name		Rename on shortcut menu	
Worksheet, Clear	EX 52		Select All button | Clear button (Home tab | Editing group)		CTRL A, press DELETE
Worksheet, Preview	EX 46		File tab | Print tab		CTRL+P

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Table 4: Microsoft Access 2010 Quick Reference Summary

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
All Fields in Query, Include	AC 79, AC 80	Double-click asterisk			
Calculated Field in Query, Use	AC 116			Right-click field row, Zoom	
Caption, Change in Query	AC 118		Property Sheet button (Query Tools Design Tab | Show/Hide group), Caption box	Right-click field in design grid, click Properties on shortcut menu, Caption box	
Close Object	AC 23	Close button for object		Right-click item, Close	
Column Headings, Modify	AC 54			Right-click field name, Rename Field	
Column, Resize	AC 54, AC 55	Double-click right boundary of field selector in datasheet		Right-click field name, Field Width	
Comparison Operator, Use	AC 91	Create query, enter comparison operator in criterion			

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Table 4: Microsoft Access 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Compound Criterion Involving AND, Use	AC 92				Place criteria on same line
Compound Criterion Involving OR, Use	AC 93				Place criteria on separate lines
Criteria, Use in Calculating Statistics	AC 121		Totals button (Query Tools Design Tab | Show/Hide group), Total box arrow, click calculation		
Criterion, Use	AC 46	Right-click query, Design View, Criteria row			
Crosstab Query, Create	AC 124		Query Wizard button (Create tab | Queries group), Crosstab Query Wizard		
Data, Export to Excel	AC 111		Excel button (External Data tab | Export group)	Right-click object, click Excel on Export menu	
Data, Import	AC 38		Button for imported data format (External Data tab | Import & Link group)	Right-click object, click selected format on Import menu	
Data, Sort in Query	AC 96		Select field in design grid, click Sort row, click Sort row arrow, select order		
Database Properties, Change	AC 59		View and edit database properties link (File tab | Info tab)		
Database, Create	AC 13		Blank database button (File tab | New tab)		
Design Grid, Clear	AC 95	In Design view, select all columns, DELETE			
Duplicates, Omit	AC 97		In Design view, click first empty field, Property Sheet button (Query Tools Design tab | Show/Hide group), click Yes in Unique Values property box	Right-click first empty field, click Properties on shortcut menu, click Yes in Unique Values property box	
Field in Query, Add	AC 79	Double-click field in upper pane			
Form for Query, Create	AC 109		Select query, Form button (Create tab | Forms group)		
Form, Create	AC 48		Form button (Create tab | Forms group)		
Grouping, Use	AC 122	Create query, select Group By in Total row, select field to group by			
Join Properties, Change	AC 105			In Design view, right-click join line	
Multiple Keys, Sort on	AC 98	Assign two sort keys in design grid			

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Table 4: Microsoft Access 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Navigation Pane, Customize	AC 127	Navigation Pane arrow			
Number Criterion, Use	AC 90	Create query, select table, enter criterion in field grid			
Open Database	AC 27		Open button (File tab)		
Open Table	AC 24	Double-click table in Navigation Pane		Right-click table in Navigation Pane, click Open in shortcut menu	
Parameter Query, Create	AC 87		In Design view, type parameter in square brackets in criterion row of field grid, View button (Query Tools Design tab | Results group)		
Preview or Print Object	AC 31		Print or Print Preview button (File tab | Print tab)		CTRL+P, ENTER
Query, Create in Design View	AC 78		Query Design button (Create tab | Queries group)		
Query, Create using Simple Query Wizard	AC 43		Query Wizard button (Create tab | Queries group)		
Query, Export	AC 111, AC 113, AC 114		Select query in Navigation Pane, application button (External Data tab | Export group)	Right-click query in Navigation Pane, click Export	
Record, Add	AC 28	New (blank) record button in Navigation buttons	New button (Home tab | Records Group)		CTRL+PLUS SIGN (+)
Records in a Join, Restrict	AC 115	In Design view, enter criterion for query			
Remaining Fields in Table, Define	AC 19	In Datasheet view, click Click to Add field (Fields tab)			
Report, Create	AC 52		Report button (Create tab | Reports group)		
Report, Create Involving Join	AC 106		Select query, Report Wizard button (Create tab | Reports group)		
Save Object	AC 21	Save button on Quick Access Toolbar	File tab, Save		CTRL+S
Statistics, Calculate	AC 119		Create query, Totals button (Query Tools Design tab | Show/Hide group), click Total row in design grid, click Total box arrow, select calculation		
Table, Create in Design View	AC 33		Table Design button (Create tab | Tables group)		
Table, View in Design View	AC 21		View button arrow (Table Tools Fields tab | Views group), Design View		

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Table 4: Microsoft Access 2010 Quick Reference Summary *(continued)*

Task	Page Number	Mouse	Ribbon	Shortcut Menu	Keyboard Shortcut
Tables, Join	AC 102		Query Design button (Create tab | Queries group), add field lists for tables to join, add desired fields to design grid, view query		
Text Data Criterion, Use	AC 80	Enter text as criterion in Criteria row of design grid			
Top Values Query, Create	AC 99		In Design view, Return box arrow (Query Tools Design tab | Query Setup group)		
Totals, Add to a Report	AC 57		Totals button (Report Layout Tools Design tab | Grouping & Totals group)		
Wildcard, Use	AC 83	In Design view, click Criteria row in design grid, type criterion including wildcard			

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